BackOffice 6.3.9 Manual

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Part

Welcome to Aura BackOffice

I

1 Welcome to Aura BackOffice

In this modern age, restaurant managers and owners have very high expectations of POS systems, and not many systems available these days provide all those features at an affordable rate. Using computer based systems allow much more flexibility in stock and employee control; areas of business that were previously calculated and controlled manually can now be done in a fraction of the time and with much higher accuracy that ever before.

Aura includes all the basic facilities you would expect to find in a POS system, along with many more specialized tools and features designed to streamline not only store management, but brand management as well. While many of the functions provided may seem very complex to set up and manage at first, this is simply due to their flexible nature and with a good solid understanding of the 'why' and 'how' factors, these processes become nothing more than simple daily tasks.

There are many features that set Aura apart from other point of sale systems, each of which will be covered in the relative sections throughout this manual; below is a quick overview of the most predominant features in the Aura Point of Sales Software Suite*:*

- Stock tracking - calculating on purchases, returns, stock counts, stock use and wastage.
- Multiple stock locations - both in-store and external.
- Manufactured stock - create unique stock items in store.
- Employee access control - set access permissions based on employee categories
- In-depth customer list - store customer details and order history.
- Audit trail - see what your employees are doing through a comprehensive activity log.
- Verbose report system - over 150 reports for various purposes.

Notes on this User Manual

Certain areas of this manual will refer to information covered in either the introduction or a previous section, these areas will assume that you have covered prior topics that relate to the topic at hand.

This manual will also assume that you have an employee record with complete access to the Aura POS system. If you are the store owner and do not have access to a particular section of your system, please use the Contact Details 233 to get assistance from the Aura Helpdesk. If you are not the store owner and need assistance, you must contact your store's owner and request access.

Throughout the manual you will see three information blocks, as seen in the following three examples.

Basic tips, tricks and suggestions will be displayed in blocks like this. These are simply bits of useful information or suggestions, you may decide whether or not you use these.

Important notices and warnings will be displayed in blocks like this. Read through these tips carefully and ensure that you understand them before moving on.

Examples will be shown in blocks like this. While working through the more complex features, real-world examples may be used to help explain the reasoning behind certain setups.

Part II

Software Changes

2 Software Changes

Aura 6.3.9 Changes

General

Fixed

- New warning and error message windows in Aura are now wrapping text correctly.
- Not all Aura applications were showing the data link properties window after a failed database connection.
- On multiple monitor setups, popup windows such as the System Settings now open on the main application's screen by default.
- Plugins have been updated to work correctly with Aura when running other languages.
- A security hole with handling unusual characters in password prompts has been fixed.

Improved

- Application error dialogs now show more information when an error occurs.

BackOffice

Fixed

- In certain cases, the Picklist Manager would crash when deleting a picklist.
- Text label colours in the Floor Designer now display more clearly when the background changes from dark to light.
- Resetting the license in BackOffice no longer shows an error message.
- Posting a shop cashup from the menu options is working correctly again.
- The Floor Designer will not attempt to delete levels if they still contain tables.
- BackOffice now checks for any items that will cause errors before refreshing stock item costs.
- The "Select a table" prompt in the Floor Designer now fits the window properly while using the Windows XP Luna theme.
- When marking stock items as inactive, BackOffice will not only check if it is included in any active menu item recipes.
- The timeout period for refreshing shop cashup data has been extended to cater for large customer databases.
- The timeout period for updating historical activity log data has been extended, preventing some errors while performing a database upgrade.
- The Picklist Manager now cleans up properly after deleting category picklists, which were causing access violations on launch.
- BackOffice no longer shows an error message while attempting to view a list of menu items who's recipes contain a specific stock item.
- Capturing petty cash entries in BackOffice would sometimes cause an error.
- When working with menu item recipes, the 'Clear Recipe' function now prompts for confirmation first.
- Selecting to paste a manufactured stock item's master recipe when the recipe already has items no longer causes an access violation.
- Clearing the quantity field while transferring stock no longer shows an error message.
- The active/inactive filter in the Customer Survey Questions list has been fixed.
- Switching directly between the "Items per Report Group" and "Items per Sales Location" forms now correctly waits for a password prompt.
- Capturing operating expenses now checks for a valid expense item selection, preventing an error caused by trying to save incomplete data.
- After editing a manufactured stock entry, BackOffice now updates the master recipe correctly when it is saved.
- BackOffice no longer leaves a blank line after adding a new stock location.
- Attempting to click on certain sidebar shortcuts while refreshing cashup data no longer causes an access violation error.
- Employee attendance records can no longer have a clock out time that is earlier than their clock in time.
- Trying to display store license information multiple times from the Help menu no longer causes an error.

New

- A new plugin is available with support for Serbian Fiscal Printers.

Report Viewer and Scheduler

Fixed

- The scheduler was not obeying the "Exclude Delivery Charges" setting for the Royalty Report when run from a schedule.
- The scheduler now allows an hour or minute interval to be set for the relevant sales reports.
- The Daily Expenses report was not showing the same data as the Expenses Paid by Supplier report.
- Many of the hourly sales report graphs were showing the incorrect label for different transaction types.
- The Kitchen Management report now displays data correctly when run for only a single day.
- Editing and saving an existing report batch description no longer causes errors.
- For better compatibility, the Monthly Beverage Incidence Report now checks for a drinks category by either 'Beverage' or 'Drinks'.
- Dialogs in the scheduler application were not displaying the AM/PM indicators on all computers, the application now uses a 12 hour time format to fix this.
- A filter problem on the Commission by Menu Item report that caused the 'commission' and 'total sales' figures to show the same value has been fixed.
- The Menu Items with Recipes report was incorrectly rounding the item quantities down to 2 decimal places, this has now been increased to 3.
- A minor formatting issue on the Average Transaction Size Year on Year report has been fixed.
- The slip version of the Till Cashup Summary no longer shows "No Data" when it's run before the shop cashup is posted.
- The Sales Summary and Net Sales Summary reports were incorrectly rounding the daily figures to the rand instead of showing the value with cents.
- The Report Scheduler has extra checks in place while saving the next run time, which helps to prevent issues with disabled report batches.
- The Sales by Hour by Report Group now shows each transaction type's average sales correctly.
- A hidden line that was incorrectly made visible when exporting the Stock Return Detail or Late Delivery Summary reports to PDF format have been fixed.
- While grouping by employee, the Activity Report now uses the employee name and employee number for grouping, preventing employees with the same names from being shown together.
- Changes have been made to the FIFO stock cost calculation to ensure the closing stock for one day correctly matches the opening for the next day.
- An issue with passing runtime parameters to the sub-reports has been fixed after recent localisation changes to the report viewer.
- The unit cost values on the Menu Item with Recipes report now correctly match the sum of it's recipe items.
- In some stores the Shop Cashup Summary report was ignoring the user selected report date range.
- A problem where a specific combination of data filters would incorrectly cause active stock items with no opening stock, closing stock or theoretical stock usage to be excluded from the report.
- The Kitchen Management report no longer adds a blank page to the end of the report.
- The Report Scheduler "Run Now" function no longer causes memory leaks.
- A data filter on the Stock Profile report no longer causes stock items to be duplicated.
- A potential problem with the report scheduler incorrectly running a newly added monthly schedule multiple times has been fixed.
- Saving newly created report batches without specifying a runtime schedule uses default values for the incomplete entries.
- Saving a newly created report batch as 'disabled' now correctly updated the active state before checking and running lapsed schedules.
- The 'Run Now' function now works correctly from the tree view of the report scheduler as well.
- The Gross Profit report has been set to use available stock take figures directly when using the 'Fixed Stock Costing' system setting.
- The Beverage Incidence report now shows the correct number of orders even if there are none with drinks for comparison.
- The "Hours Worked" value displayed on employee cashup reports now displays the exact same value used to calculate employee's hourly wages.

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- A problem that might cause the 'Monday' label to be incorrect on the Royalty Report has been found and fixed.
- A potential ratio calculation error on the new Monthly Beverage Incidence report has been fixed.
- The Report Scheduler has extra checks in place to prevent unwanted emails being sent from schedules on the same day they expire.
- The Category Sales report now correctly checks the "Show Vat Exclusive Amounts in Sales Reports" system setting.
- In some 24 hour trading setups, the Gross Profit report was calculating the theoretical stock usage incorrectly.
- An access violation when running certain reports on Windows 7 has been resolved.
- A memory leak in the initialisation of the Report Viewer has been fixed.

Improved

- The start date calculation on the Orders by Supplier report does not need to use the system trading time.
- Each report has been updated to correctly show a 'No Data' message when applicable.
- Stock reports have been updated to show 'Food Cost' and 'Non Food Cost' headings in place of the previous 'Stock Type 1' and 'Stock Type 2' headings.
- When new reports are added to Aura, the relevant access permissions are inserted automatically without requiring an update to BackOffice.
- The Till Cashup Summary and Detail reports now show the employee number and full name of all till shift operators.
- The Report Scheduler now allows you to stop and start the service from inside the application itself.
- The reports menu generated for BackOffice can now be translated into other languages.
- All reports have been updated to allow all text labels, headings and graphs to be translated.
- The category description field on the Item Sales by Category report has been extended to prevent long names from being cut off.
- The Orders by Supplier report (only used for Order Manager) now checks if the required tables exist before being run.
- All sales reports grouped "by day" now correctly use the trading day time as set in the System Settings for more accurate reporting at 24 hour stores.
- The Time and Attendance report has a new option to show the employee's weekday and non-weekday total hours separately.
- Report schedules will no longer run unless a valid Aura license is found.
- The structure of the Analysis reports have been altered to allows the sub-report headers to be translated as well.
- The "Month to Date" and "History to Date" fields on the Driver Cashup Detail report have been extended to prevent cutting off data.
- The Invoice Efficiency report's general layout has been improved.
- The Report Scheduler application interface can now be translated into other languages.
- Sending emails will now attempt to use a public Amazon provided service first, with the current mail settings kept as a fail-safe.
- The head count calculations for the Average Sales per Head report have been improved to cater for orders with no head count assigned.
- All the reports have been checked to ensure the employee name, and current date and time are printed on each report when it is run.
- All cashup reports relating to till or shop cashups now display a warning message in the report header if any outstanding orders are found for the selected report date range.
- The Report Scheduler now accepts a runtime parameter to manually select a language for translations.
- The Report Viewer has been updated to display messages correctly if an error does occur.
- The email address added to the footer of emailed schedules has been updated to the latest support email address.

New

- New report added: Stock Wastage Detailed.
- New report added: Monthly Beverage Incident.
- New report added: Stock Purchases by Type.
- New report added: Online Orders by Transaction Type.

Invoicing

Fixed

- Editing and splitting an open table no longer causes an error when saving the new orders.
- Invoicing no longer shows an error when applying discounts while running under another language.
- The 'note for all invoices' is now correctly positioned on customer invoices.
- A potential crash while working with a new order has been fixed.
- Invoicing now saves more verbose details in the activity log when reprinting a custom slip.
- The 'Yes' and 'No' buttons functions on the confirmation prompt for converting a Collect to a Delivery order have been set back to the correct buttons.

Improved

- As per section 26 of the CPA, Invoicing now shows the unit price as well as the total price of goods supplied before VAT.

Plugins and Other Aura Applications

Order Manager

Fixed

- An incorrect internal database link was causing the Order Manager to show a "GRV is posted" error message when trying to add a new purchase order.

Improved

- If a "Head Office code" is available for a stock item, the Purchase Orders report will this in place of the store's stock number.

Kitchen Items

Fixed

- The order in which invoices are displayed has been altered to show the most recent orders at the top of the list.
- On computers using fingerprint scanners, Kitchen Items no longer shows a "class not registered" error message at startup.
- While using the "Display Pending Items" feature, displaying multiple new orders no longer cause Kitchen Items to stop responding.

Improved

- Kitchen Items' network connection status is now shown on the main screen.
- The application no longer needs to be restarted after temporarily losing connection to the server computer.

New

- The Time Sync plugin included with Aura will now run on startup of Kitchen Items, which will synchronise the computer's date and time with the server computer.

Items Cooked (Order Preparation)

Fixed

- Trying to access either Items Cooked settings or the Aura settings no longer gives an access violation.

Preparation Monitor

Improved

- The values displayed in the list of orders is now set as read only.

Contact Manager

Fixed

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- Aura Contact Manager no longer crashes on launch.

Time Sync Plugin

Fixed

- The Time Sync plugin works correctly again with the new version of Aura.

Previous Change Logs

All change logs since the previous major release version will be kept in subsequent updates for easy reference.

Aura 6.3.8 Changes

BackOffice

Fixed

- The selection for the "Force password change every X days" setting now only accepts a positive value.
- An error caused by scrolling past the last item while viewing the Street List in BackOffice has been resolved.
- Trying to access the cashup while it is already open no longer shows an access violation.
- An unnecessary startup error message shown when AEC is not installed has been suppressed.
- Locking the Windows desktop no longer causes BackOffice to crash.
- A problem wherein the Stock Take feature did not always request a password to enter a new stock take has been resolved.
- Activity codes have been updated with the activities "To Run Detail Turnover by Day Report" and "To Run Daily Expenses Breakdown Report".
- The sidebar in BackOffice only provides access to the old report files, this section is now disabled while using new reports.
- Sub-menu and auto-manufacture items are now correctly excluded from the lists shown in the Manufactured Stock and Stock Take screens.
- Production printers are showing up correctly again when first loading the Menu Items screen.
- Various problems causing access violation error messages in the Picklist Manager have been fixed.
- The 'Select' and 'Close' buttons are now correctly spaced in the Menu Categories window when accessed from the Menu Item Listing screen.
- An inconsistency in the database structure for the menu items listing and invoice line items has been fixed.
- Various activities were being recorded incorrectly in the database. BackOffice will now fix the previous issues and correctly store future entries.
- To prevent accidentally running the "Update Customer Statistics" function, a confirmation prompt is displayed first.

Improved

- A proper error message is now shown when attempting to add an expense item using a code that already exists.
- The date selector popup (found in screens such as Cashup, Stock Take, Capture Operating Expenses, etc) no longer closes prematurely when changing months or years.
- In order to assist Aura technicians with tracking down missing or deleted invoices, BackOffice now has an order audit log that saves information about these orders.
- The settings for Kitchen Items on any computer can now be adjusted directly through BackOffice from the server computer.

New

- A new parameter has been included in Aura to simplify the process of updating the database connection string.
- A 'Support Information' page has been added to the Help menu, which provides detailed information that can be emailed to our Helpdesk if need be.

Report Viewer and Scheduler

Fixed

- Locking the Windows desktop no longer causes Invoicing to crash.
- Internal stored procedures for the KPI report have been updated to fix compatibility with older SQL Servers.
- An issue that caused the Purchases by Supplier reports to ignore the user selected date range has been resolved.
- An issue with the Gross Profit calculation not using the Trade Until time when calculating the report totals has been resolved.
- Fixed a spelling error in the header of the Purchases by Supplier report.
- A 'Float Issues' field has been included in the Shop Cashup Summary report, as found in the Till Cashup Summary report.

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- The graph on the Item Sales by Category report was not following the 'Exclude VAT' and 'Exclude Discount' setting correctly.
- When a report fails to connect to the database, it will no longer cause problems for other reports run during the same BackOffice session.
- A typographic error on the Royalty Report has been fixed.
- The Stock Take Worksheet now correctly excludes Auto-Manufacture stock items.
- The text labels for the transaction type averages on the Sales by Hour report have been fixed.
- The Sales by Hour reports have been updated to be backwards-compatible with SQL 2000.
- All reports have been tested and updated to prevent 'division by zero' errors.
- The Sales by Hour per Report Group now correctly starts new report group sections on a new page.

Improved

- The allowed length of the business name displayed on reports has been limited to 50 characters to prevent access violations in the Report Viewer.
- For better compatibility with some email services, the email settings now allows the use of a blank password field.
- The GRV report now includes a section for Grand Totals on the final page of the report.
- The GP Report has an important note in the header with a suggestion on how to identify incorrect stock unit prices.
- Improvements have been made to the layout of the Till Cashup Summary report.
- The Time and Attendance report can now be run for all employees or only for a specific employee.
- The date range label on report headers was not consistent: this label has now been updated to read "From [date] to [date]" for all reports using a date range.
- The graph on the Top Menu Item Sales report now displays the user-selected number of items to report in place of the 'N' in the graph title.
- Selecting date ranges for reports will only allow an 'End Date' that is after the 'Start Date'.

New

- New logic has been added to the Report Viewer to cover the AEC override from Head Office stores for the 'Royalty Report Excludes Delivery Charges' setting.

Invoicing

Fixed

- A conflict with the keyboard shortcuts for the 'Activate' and 'Open Till' functions has been resolved. The keyboard shortcut to start a new till shift is now 'Alt+A'.
- Manually entering special orders no longer throws up an access violation message.
- An issue causing reprinted Counter orders to include "Paid Online" details has been resolved.
- The OK button on the 'New Menu Activated' message displayed in Invoicing correctly dismisses the message without waiting for the timer to finish counting down.
- Processing a credit card payment on a till without a slip printer connected no longer prevents the NOMAD transaction from being completed.
- Reprinting a NOMAD credit card slip from Invoicing no longer prints garbled text.

Plugins and Other Aura Applications

Fixed

- Kitchen Items: Pressing the order navigation buttons while there are no orders waiting no longer shows an error message.

Aura 6.3.7 Changes

Report Viewer and Scheduler

Fixed

- An access violation error message caused by a previous improvement when closing a report has been fixed.
- A potential problem with how the Report Scheduler queues report schedules has been fixed.

Improved

- The Sales by Hour reports now use an 'Interval' parameter with a default of 60 minutes, allowing the reports to be run for periods other than simply each hour.

Aura 6.3.6 Changes

Report Viewer and Scheduler

Improved

- The Royalty Report by Report Group now shows the weighted delivery charge for delivery orders in each Report Group.

Invoicing

Improved

- A printed slip layout for Online Payments has been added to Invoicing.
- Orders placed online print two copies of the Online Payment Slip, one for the merchant and one for customer.

Aura 6.3.5 Changes

Invoicing

New

- An optional order identification method has been included, this system uses a custom word list in place of the order number to identify a waiting customer's order.

Aura 6.3.4 Changes

Report Viewer and Scheduler

Fixed

- Sub menu items were being incorrectly included in the Stock Variance and Gross Profit reports.
- Stock purchase reports no longer start on a new page for each supplier.
- The Stock Variance report no longer cuts off the time stamp for opening stock, which would prevent the opening stock from displaying in some cases.
- The Stock Take Worksheet stock location selection now excludes external stock locations.
- The Sales by Hour by Report Group report now shows the different transaction type values correctly on the last page graph.
- While "Persist User" is enabled, if a user attempts to run a report they do not have access to, the appropriate warning message is no longer shown twice.
- The Driver Cashup Detail report now shows all assigned delivery orders correctly for each employee.
- The Control Sheet report no longer filters out stock return entries.
- Numerous reports in the stock, summary, sales and cashup categories now correctly include all GRVs, whether balanced or unbalanced.
- The Employee Cashup Summary no longer cuts off the distance travelled for drivers if over 100km.
- While using certain newer report printers, the Overring Summary report would cause an error when run.
- Some spelling and grammar mistakes in the error messages have been fixed.

Improved

- When running reports in the background, the Report Viewer now frees the memory used when the report form closes.
- The Commission by Menu Item report now excludes menu items with no assigned commission percentage.
- The Menu Items with Recipes report now filters out inactive menu items.
- The Stock Take Worksheet sorting option now correctly sorts items by description when selected.
- The Sales by Hour by Report Group report includes the report group names in graph titles.

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- The "Hours Worked" field on the Employee Cashup Summary report now uses an hour format with a minimum of 2 digits for the hour.
- The Employee Cashup Summary by Shift report no longer displays a currency symbol.
- The Stock Movement by Location report now also includes the selected date range in the report header.

New

- The Online Orders report now displays the online payment details for appropriate orders.
- A slip version of the GRV report has been added, allowing a simplified version of the report to be printed out on a slip printer.

Invoicing

New

- When reprinting an online order, the Online Payment Details slip will be reprinted along side the order.

Aura 6.3.3 Changes

BackOffice

Improved

- The extension code request has been removed from Aura; this should no longer prompt for the code when running reports or processing the shop cashup.
- BackOffice now saves it's application executable path to the registry for easy access by the Aura Updater.
- Four new access codes have been added to BackOffice for upcoming Analysis reports.

Report Viewer and Scheduler

Fixed

- A problem with the Report Scheduler window not restoring properly after being minimized has been resolved.
- A startup error relating to the old reporting engine files while running the new engine has been resolved.
- Due to the space available, the reports will now only display store name instead of store name and trading name.
- The Order Manager reports have been correctly filtered out of the Report Scheduler list.
- An issue with the Report Scheduler running multiple instances during a schedule has been resolved.
- Once minimised, the Report Scheduler would not restore the window and needed to be closed using task manager.
- Resolved an issue with certain icons in the tree and list views not refreshing correctly.
- Resolved an issue with table orders on the Sales by Hour by Date report.
- Resolved a rounding issue in the calculations for the Unit sales by Menu Category & Size reports.
- The food cost percentage calculations were not correctly excluding delivery charges.
- Delivery wages were being calculated incorrectly on the Employee Wages report.
- The Overring Summary report was not accepting the dates correctly from the report parameters screen and returning no data.
- The Purchases by Supplier report calculations have been updated to more closely match the GRV Report data.
- After a recent update, the Late Delivery Summary report was referencing the wrong database table and returning no data.
- Resolved an issue relating to VAT exclusive values on the Sales by Category report.
- The Gross Profit report now correctly excludes inactive items with no stock movement during the selected report period.
- Resolved a discrepancy with stock 'paid from till' between the GRV, Cashup and Control Sheet reports.
- The Stock Variance Reports are now correctly taking the manufactured stock yield values into account.
- The calculation for wages on the Income Statement was not matching other reports.
- Various conditional labels relating to VAT and Discounts on the Sales reports have been fixed to show the correct settings selected.
- The Stock Variance report now takes unsaved or unbalanced GRVs into account in it's calculations as well.

Improved

- The list of available reports when creating a new schedule has been extended to prevent cutting the list short on Windows 7.
- The description text for 'One Time' schedules has been reworded to be more clearly explained.
- When creating a new 'Batch Report' schedule, the window will automatically focus on the 'Name' field as it is opened.
- The reports list when creating a new report schedule are now ordered alphabetically.
- All references to time have been altered to display 12-hour times with AM and PM indicators for more clarity.
- The Cashup Wages report has been updated to show sub-totals for each employee who worked for the reported period.
- For clarification, when setting the start and end dates for a report inside a schedule, selecting 'First Day of Week' or 'Last Day of Week' will now show the day name.
- Memory management in the Report Viewer has been optimised.
- The parameter 'Period (Days)' has been renamed to 'Active Period (Days)' for better clarity.
- The Purchases By Supplier reports now also groups items by whether or not they were paid from till.
- The Customer Growth Year on Year report now allows you to select an active period for the report data.
- More information is recorded to the Report Viewer log file to help with diagnosing future problems.
- Default values have been assigned to the drop-down list options on each report parameters prompt.
- Generated reports will now always open the report window maximized.

New

- Online Order Transactions report - online orders will be displayed grouped by payment type.

Invoicing

Fixed

- An error saving the order while the 'Display Pending Items' option is enabled has been resolved.
- A problem with retrieving the saved delivery charge when reprinting a customer delivery order has been resolved.
- When reprinting an order that was paid online, this will now be indicated on the reprinted slip for the customer's reference.
- Running the GRV Report from the Stock Purchases section of BackOffice will no longer show the Crystal Reports parameter window.

Kitchen Items

Fixed

- An access violation error from updating the Kitchen Item settings has been resolved.

Order Manager

Fixed

- The Orders by Supplier report was not lining up correctly with the page on all printers.

Aura 6.3.2 Changes

BackOffice

Improved

- From this version, only BackOffice has access to update licensing information.

New

- Changes have been made to the way BackOffice handles licensing for more flexibility with licensing options.

Aura 6.3.1 Changes

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BackOffice

Fixed

- Adding or editing expense items through the spreadsheet view no longer causes an access violation.
- After deleting an expense item, the item is correctly removed from both the list and spreadsheet views.
- Deleting an expense item while in spreadsheet view no longer causes an error message.

Improved

- Temporary database tables are now removed as part of a version upgrade.
- The "Update Customer Statistics" function has been streamlined and added to the startup of BackOffice.
- When upgrading Aura, the number of system setting backups used by the "Restore Settings" feature is trimmed to the 7 newest entries.

Report Viewer and Scheduler

Fixed

- The Report Viewer will display a more verbose error message if the connection to a remote database fails
- Inconsistencies between the Stock Purchases and Purchases by Supplier reports have been fixed.
- The GRV report no longer shows a currency symbol.
- The Order Manager reports now have configuration files, allowing them to be run through the Report Viewer.

Improved

- The Item Sales by Category reports now have an option to separate entries with the same code but a different price.
- If no parameters are required to run a report, the parameters screen will be skipped after successful user authentication.

New

- New report: Previous Stock Takes.
- New report: Average Transaction Size Year on Year.
- New report: Customer Growth Year on Year.
- New report: Turnover Year on Year.

Invoicing

Fixed

- The "Special Orders" feature for manually capturing failed online orders now has a toolbar button as well.
- Individual line item VAT rates correctly reflect the global VAT rate as set in the global settings.
- When processing a new order, automatically opening the menu in a specific department no longer causes an error message.
- Invoicing now checks the server for a valid Aura license instead of trying to connect to the internet directly.

Improved

- An unnecessary additional prompt when capturing a special order has been removed.

Other Aura Applications

Driver Station

Fixed

- The order printed on assigning a driver no longer prints "Duplicate Copy" on the customer slip.

Contact Manager

Improved

- Updating customer statistics now runs one update for all applicable customers, instead of one update per customer.

Aura 6.3 Changes

BackOffice

Fixed

- Due to changes with the reporting system, the GRV report as run from the Stock Purchases feature was not running correctly.
- The entry field for commission on individual menu items was previously missing from BackOffice.
- When upgrading a database from the previous version range (5.x), the historical line item VAT rate was not updated correctly.
- Certain license settings were causing an error message to appear when opening Invoicing.
- Historic weighted invoice discounts and weighted delivery charges will be recalculated during the database update.
- On some systems BackOffice was not reporting the correct live menu version.
- After temporarily bypassing the fingerprint scan prompt, BackOffice was not re-enabling the fingerprint scanner correctly.
- The rounding calculations in BackOffice were previously preventing certain orders from balancing.
- Certain situations caused the 'Return Stock Vouchers' to not balance, this has been fixed.

Improved

- Licensing information can now be reviewed under the "Help > Licensing" menu.
- Various enhancements have been added to the stock variance calculation to improve the calculation speed.
- Your unique Aura Enterprise Store ID and currently active menu version numbers are now shown in the status bar of BackOffice.
- A new permission has been included to control access to historic stock takes.
- A new column has been included to improve the accuracy of calculated delivery charges on orders containing multiple brands (this will affect combo stores only).

New

- Command line parameters has been added to BackOffice to allow our helpdesk technicians to re-run the database update functions from any specified version.
- Command line parameters have also been added for the licensing system, these functions are reserved for the helpdesk technicians.
- While switching over to the new reporting system, the old reports may still be made available for stores that specifically request it.
- You may now set your individual business name (aka: your trading name) in the system settings.
- Aura BackOffice now shows a "Store Registration" prompt if the store is not yet registered with us.
- A new table has been added to the database for the updated KPI report.
- With the licensing change to online / automatic licensing, methods have been put in place to lift certain restrictions for stores with no permanent internet connection.

Report Viewer and Scheduler

Fixed

- A few minor calculation issues on the Royalty Report have been resolved.
- The GRV report would sometimes display an empty space instead of a '0' for certain fields.
- Recent software updates had caused issues with the "Calculate Missing Stock Levels" calculation, this has been updated for the new Aura system.
- Cashup reports will now hide blank pages where no cashup was posted.
- The Item Sales by Hour report has been updated to show the individual line-item totals as well as the category and grand totals.
- If a report schedule (either once off or recurring) took more than 5 minutes to run, it would be added to the queue more than once.
- After converting the Stock Variance report to the new system, the system was adding one day to the date range.
- When spanning a period of over one full year, the KPI report was showing up blank.

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- The Gross Profit report was not taking VAT on delivery charges into account correctly in the header information.
- The Royalty report variations were ignoring the setting to "Exclude Delivery Changes".
- The internal report function to compare one year's data to another was not changing the year correctly.
- Certain reports were being generated in slip printer format when run in an automatic schedule.
- Internal stored procedures used by the KPI report have been updated to fix potential reporting errors.
- The stock purchase reports have been updated to prevent discrepancies between different variations of the reports.
- The Report Scheduler was not releasing the process used to prompt a manual run of a report schedule.

Improved

- The reports menu has been updated and reordered to group relevant reports together.
- The KPI report has been rewritten for the new reporting system.
- The foodcost calculation descriptions on the Gross Profit report has been revised to ensure the data displayed is labelled correctly.
- The Stock Variance report has been revised to show inactive items that had usage during the reported period in addition to the currently active items.
- Various improvements have been introduced to the Report Viewer code to improve it's speed and reliability.
- The Report Scheduler now has a 10 minute interval to check for lapsed schedules, previously this would only occur on starting the service.
- An option to enable or disable a schedule in the Report Scheduler has been added.
- Reports emailed from the report scheduler now have single-digit date and time values padded with '0' to make it easier to read.
- The Royalty Reports now include the store's VAT registration number as set in the system settings.
- Sales and Net Sales reports have been updated to group data by the year as well, this change will only affect reports run for periods covering more than one year.
- The Employee Wages report now shows the total wages for each employee over the selected report period as well.
- With the addition of a few new reports, the general reports structure has been revised and a new report type called 'Analysis' has been added.

New

- Various new reports have been added; please see the 'Reports' section of the manual for details.

Invoicing

Fixed

- The VAT calculation was incorrect when applying an invoice discount (this includes the "Late Delivery" flag) to an order already containing line item discounts.
- An inconsistency in printing the VAT registration number on original and duplicate invoice prints has been resolved.
- Deleting a lineitem from an open table order was showing an error.
- With the 'Special Orders' feature disabled, the list of discounts was not showing up in Invoicing.

Improvement

- To improve accuracy when calculating values, invoice discounts are now calculated on a line item detail level as well.
- Invoicing will now check for menu item changes on the server at regular intervals and refresh the changes automatically.

New

- The store address as set in the Aura system settings will now print to the customer's invoice slip.
- If an individual trading name is set in the system settings, this will also print on the customer's invoice slip along with the franchise and branch names.
- Invoicing will now automatically check with the server database at set intervals and refresh any menu item changes as they occur.

Plugins and Other Aura Applications

Fixed

- The automatic licensing plug-in was causing Invoicing to show the invoice date warning "Your clock has been turned back, cashup disabled".

New

- The 'Order Wizard' calculations will now take current GRVs into account when generating orders to meet the desired stock levels.

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Part

II

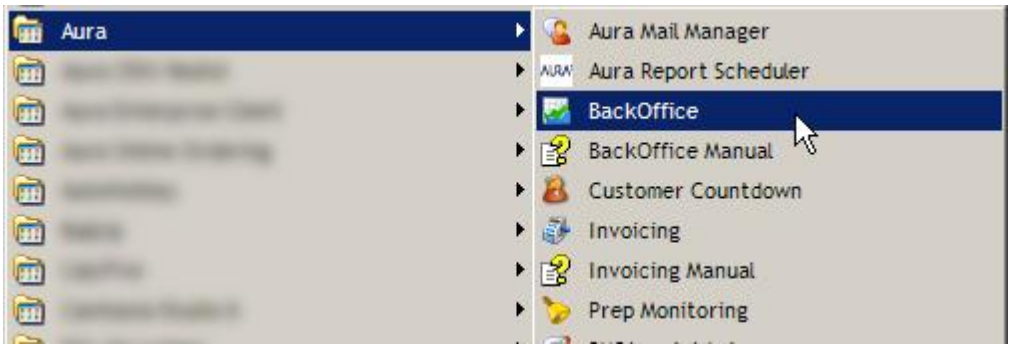
Getting Started With BackOffice

3 Getting Started With BackOffice

BackOffice, the administration module of the Aura POS suite, is only required on the central server computer in each store. Amongst other procedures, this is where information would be updated if menu prices need to be updated, or employee details captured when a new waiter is hired, or stock purchases entered into the system.

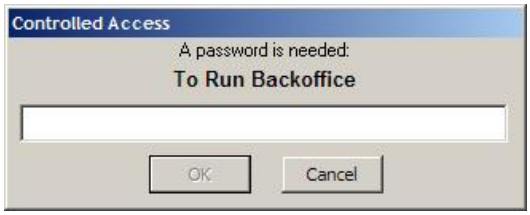
Let's begin with starting the system; a standard installation will place shortcuts in two locations, the **Start Menu** and the **Desktop**. You may either of these two methods to open BackOffice.

Shortcut in "**Start Menu** > **Programs** (or All Programs) > **Aura** > **BackOffice**":



Shortcut on desktop:

When Aura BackOffice is opened, a user password is required to access the system. This is done for security reasons; and each activity performed in the Aura suite is recorded along side your user name for reference. If this is the first time running BackOffice, enter the password **001** at the following password prompt:



With a new installation of Aura, only one user account is available. **Added by System** is available with the following details:

First name: **Added by**

Last name: **System**

Employee Number: **001**

Password: **001**

There are various access points in the Aura suite that are password protected. While setting up the system, until unique passwords have been added for all employees, you may use 001 for each password prompt.

After this password prompt, you may possibly see a series of messages pop up on screen; these messages are normal, and they will go away after the respective activities are performed in the Aura system.

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The main screen in BackOffice consists of a menu across the top, a toolbar down the left hand side and the main screen area for the various BackOffice components to the right, as seen below:

BackOffice components have been grouped by type - for example, all activity type functions (for example: **Performing a Stock Count**, **Capturing Purchased Stock** or doing a **Performing a Cashup**) are available on the **Activities** toolbar and menu. List information (for example: **Discount Codes**, **Menu Items**, **Stock Items**, etc) can be found under the **Lists** toolbar and menu.

At the bottom of this BackOffice home screen you will see a link labelled "Visit The Aura Website"; clicking on this link will open your Internet Explorer and automatically take the browser to our CoSoft website.

For more information with getting started on the Aura system, see the following sections:

- **Navigating Tools** 24
- **Quick Start Checklist** 30

Alternatively, if you are already familiar with the Aura system, you may prefer to jump directly to one of the following sections for a more detailed list of features and functions:

- **Activities** 36
- **Lists** 99
- **Monitoring** 180
- **Reports**
- **Preferences** 186
- **Help** 225

3.1 Navigating Tools

Menu Navigation

Along the top of the BackOffice window are the standard application menus; all options in Aura BackOffice are available from these menus. Below is an example of the menu bar:

To simplify the process of finding the desired options, refer to the following guide for each menu option:

- **Activities**

Store administration activities, such as capturing stock takes, entering stock purchases / returns, and performing shop or till cashups can be found here. This is the 'active' side of the BackOffice application.

- **Lists**

Details stored within the Aura system can be viewed and maintained here; various 'lists' of data are available, including discount codes, overring reasons, menu items, stock items, and employee records.

- **Monitoring**

Certain details of real-time trading information can be accessed here, covering mainly the value of sales on the current day and details of employees currently logged into the Aura system, these details can be viewed without having to wait for the end of day reports.

- **Reports**

Once a trading day has been completed and closed, more details are available through the reporting menu. In excess of 150 reports are available for viewing details of previous sales, cashups, activity logs, gross profit vs running costs, and many more details. Due to the volume of information in the reports, this section has it's own guide. Please download this from the CoSoft website; **www.CoSoft.com**

- **Preferences**

Various options relating to how the Aura POS suite works in your setup are found here; you will most likely not need to access this menu very often once your store is setup and running.

- **Help**

Extra information regarding Aura can be accessed here, these details cover your specific program version numbers and CoSoft contact details.

Certain menus contain sub-menus, these are indicated by a small arrow to the right of the menu option; to open a sub-menu, simply hover the mouse pointer over the desired option for a few seconds, as seen in the following example:

To open one of the features, you need only click once on the desired menu option. You do not need to double-click on any menu options.

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Toolbar Navigation

On the left hand side of all screens in BackOffice, you will see the navigation toolbar. This toolbar contains the majority of options found under the standard menus along the top (Activities, Lists, Monitoring etc.). In order to navigate to another screen, simply click once on the icon for the desired option.

Most of the toolbar sections will have too many links to display on one screen, in this case you will see a down arrow used to scroll further down the toolbar. You will also notice when scrolling down that a second arrow will appear at the top to scroll back up. As seen in the two screen shots **1a** and **1b** below:

1a:

1b:

In order to switch between different menu lists, simply click on the list name that you wish to expand. Doing this will automatically compact any other icon list currently displayed, and move it to it's relative position in the list. As seen by the example images **2a**, **2b** and **2c** to the right.

In example **2a**, the **Activities** toolbar is active. When switching to another toolbar, the currently active toolbar (in this case, **Activities**) will compact and the newly selected bar will expand. In example **2b**, the **Lists** toolbar has been selected and in **2c**, the **Reports** toolbar has been selected.

2a:

2b:

2c:

The Reports sidebar only provides access to the old reports. This section will be disabled when using the new reports.

In the Aura system, all information is store as individual 'records', much like separate pages in a book; as a result, these records can be filtered and searched using various tools you will find throughout Aura BackOffice. Learning to use these tools efficiently will make a large difference with maintaining your store.

In many screens in BackOffice, you will see a **Navigation** bar; as seen here:

This toolbar allows you to navigate through different records in a list. Following is a description of each button's functionality:

First - Moves to the first record in the current filter

Prior - Moves to the previous record in the current filter

Next - Moves to the next record in the current filter

Last - Moves to the last record in the current filter

Insert - Adds a new record ready for new information

Delete - Deletes the currently selected record

Edit - Opens the selected record to be modified

Post - Saves any changes done to the currently selected record

Cancel - Undoes any changes done to the current record back to the last time it was saved

These are simply the **standard** controls found on the navigation bar, certain sections in *BackOffice* will have extra controls to the right of the **Cancel** button, each of which are explained in the relative section.

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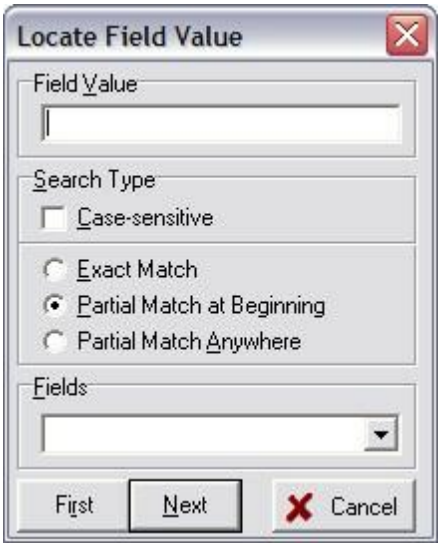
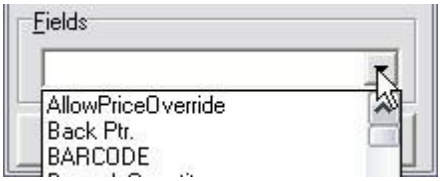
Locating Specific Records

Certain toolbars also contain a search button, clicking this option will give you a chance to locate one specific record within the data you are viewing. For instance, Menu Items or Stock Items.

Clicking on the Locate button will present the following window:



In order to search for a specific record, first select the field you wish to search. Click on the down arrow under the 'Fields' section and select a field name, as seen below:



These fields will be unique to each section of BackOffice (i.e.: Menu Items, Stock Items, Customers, etc.). These will be covered in more detail for each section specifically.

After selecting the desired field to search for, start typing the value you wish to search for in the Field Value block. How the search window locates the record, is determined by the following criteria:

Case Sensitive - Selecting this option will drastically narrow the search to values matching the case. For example, if the value you are looking for is 'PIZZA' and type in 'pizza' or 'Pizza' in the field value, it will not find the record.

Exact Match - The entire field (not just part of it) must be equal to the Field Value.

Partial Match at Beginning - The beginning part of the field must be equal to the Field Value.

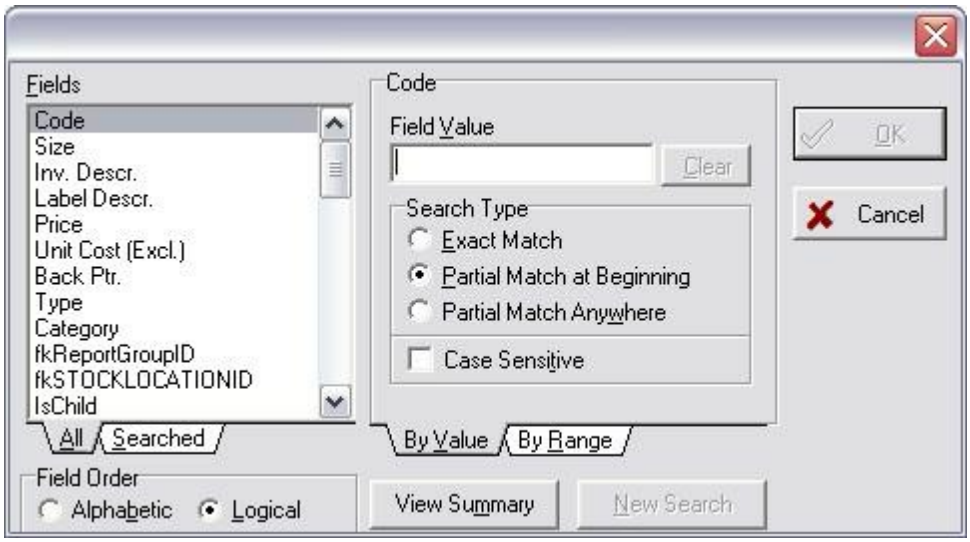
Partial Match Anywhere - The field must just contain somewhere within it the Field Value.

Dataset Filter

It is essential that you have an understanding of the menu items or stock items structure before you can effectively use this tool. If you do not maintain your own menu in-store, and rather download it from a central head office store, you may possibly not be able to make full use of this feature: the Locate Specific Records feature described above will be better suited to your needs.

The dataset filter is an invaluable tool when updating a set of records; whether these are menu items or stock items, this tool will assist in filtering the available items. By doing this, you can prevent accidental changes to items that you do not need to update, or even use this tool to simply search for records.

Clicking on the Filter Dataset Filter button will show the following window:



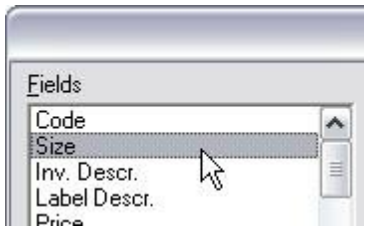
At first glance, you will see that the Code area of this window (located in the middle) has the same fields as found in the Locating Records feature described just above. On the left hand side of the Dataset Filter window is a list of 'fields', (instead of the drop-down list as found in the Locating Records feature). This list can be sorted either alphabetically, or logically, depending on your preference.

Field Order

Alphabetical Sorting - This sorting method displays the list of 'fields' in true alphabetical order.

Logical Sorting - This displays the 'fields' in the order in which they are stored in the database directly.

The first step in setting a dataset filter, is to select the field you wish to filter the results by: for example, all items with certain letters in the 'code' field, or certain 'price' field ranges. In the following example, we will use the 'Size' field. When selected, the line will be highlighted in blue, as seen here:



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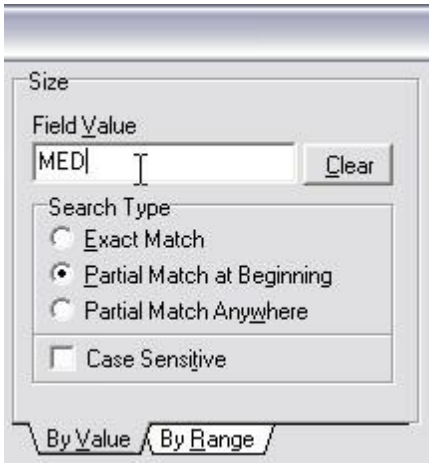
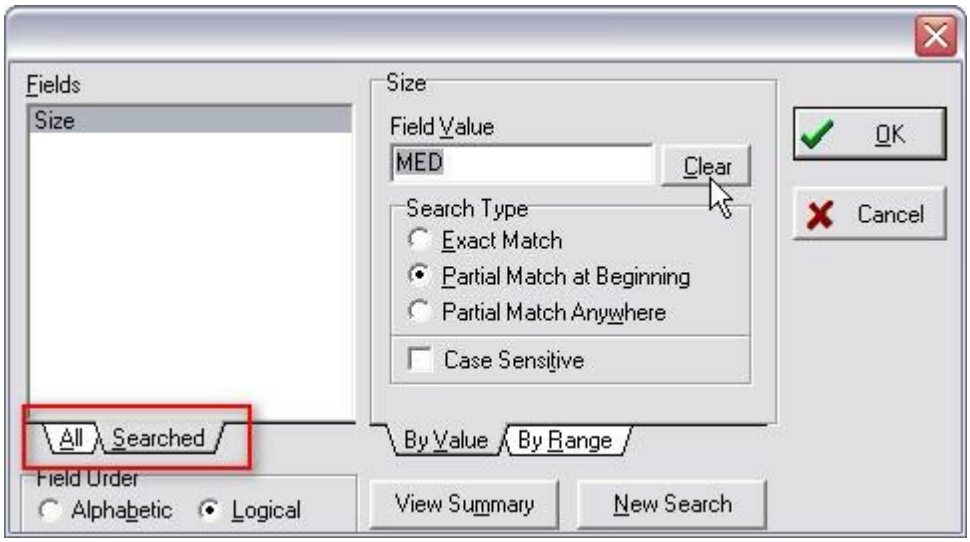
With the 'Field' selected that you wish to search in, enter the value you wish to search for in the 'Field Value' block, as seen here:



In the above example: We will filter the dataset by any items that begin with 'MED' in the 'SIZE' field, irrespective of upper or lower case. (Please see the 'Search Type' description further above for more information.) Once all required information is entered, click on the OK button to apply the filter.

Once the filter has been applied, you may navigate through the results as you would normally, keeping in mind that only items matching your custom filter settings will be displayed.

Once you are done with the filter, you may either open the 'Dataset Filter' options again and set a new filter (repeating the steps above) or you may clear the filter. The filter is cleared by clicking the 'Clear' button next to the 'Field Value', as seen here:



If a dataset filter has been set, on viewing this screen again you will notice the field list only shows the selected field for the filter. Below the field list, two tabs are available to switch between all fields and searched fields. To clear the dataset filter from here, click the 'Clear' button (as seen near the mouse pointer) and click the 'OK' button.

If there is no specific filter set when clicking the OK button (as the screen will be when first opened and after clicking 'Clear'), then a general filter will be applied, displaying all the items.

3.2 Quick Start Checklist

The following list is designed to give a structured and systematic approach to getting your store up and running in the *Aura POS* software suite. These steps are only outlined briefly here, for more detailed information, you will need to check the appropriate page reference mentioned in each section step.

Employee Setup

The majority of activities in the Aura system are password protected. For security reasons and for future flexibility, each employee must have their own unique password with which to access the system.

- **Employees** 101
- **Access Permissions** 212

Discount and Over-ring Codes

A very important area to check is the list of available discounts and over-ring codes. Depending on your store, discounts or over-rings maybe required on a daily basis; both of which require a reference code and description in order to be properly tracked in the Aura POS system.

- **Discount Codes** 170
- **Over-ring Codes** 168

Preparing for Stock Purchases

Due to the way information is maintained in Aura, all stock movement in and out of the store must be accounted for. When receiving stock, these purchases must be recorded in Aura, and linked to the corresponding supplier.

- **Suppliers** 110

Preparing for Customer Orders

One of the most powerful and useful features of the Aura POS suite is the customer marketing features. In order to enter new customers quickly and easily when they call in to place an order, the infrastructure for delivery orders must be set up first. This is a multiple step process; but, if done correctly, will only be required once.

- **Streets** 165
- **Customers** 112

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Part IV

General Notes

4 General Notes

This section covers features and options in Aura that apply to multiple areas of the application. At times other sections of this manual will refer to topics listed here.

See a topic below for more information:

- **Improved Error Dialog** 33
- **Possible Startup Messages** 34

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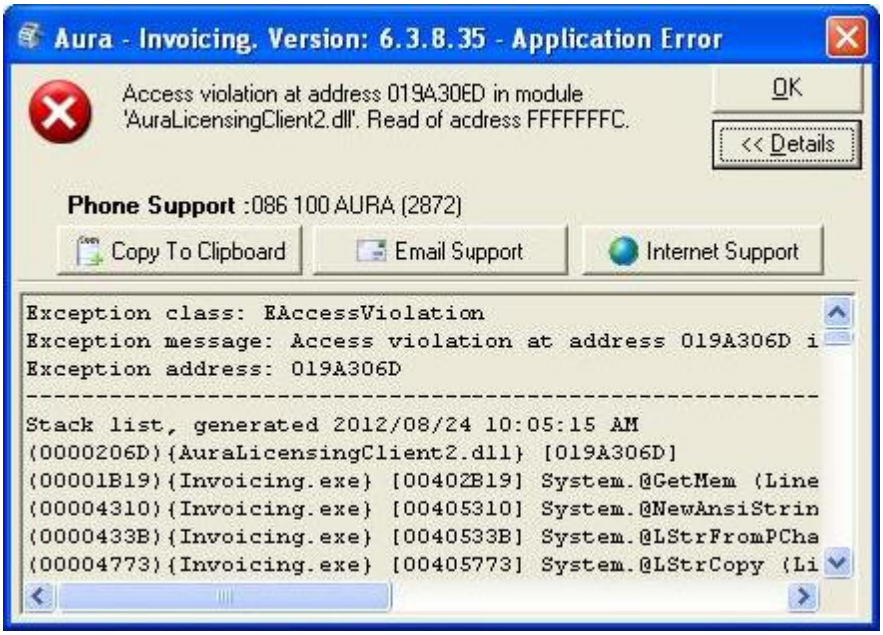
4.1 Improved Error Dialog

Instead of simply showing an error message and often requiring a restart of your application, error messages in Aura now provide a few different options with more detailed information. As seen in the example message below.


Aura - Invoicing. Version: 6.3.8.35 - Application Error
Access violation at address 019A30ED in module 'AuraLicensingClient2.dll'. Read of acdress FFFFFFFC.
OK
<< Details
Phone Support :086 100 AURA (2872)
Copy To Clipboard
Email Support
Internet Support
Exception class: EAccessViolation
Exception message: Access violation at address 019A306D i
Exception address: 019A306D
Stack list, generated 2012/08/24 10:05:15 AM
(0000206D){AuraLicensingClient2.dll} [019A306D]
(00001B19){Invoicing.exe} [00402B19] System.@GetMem (Line
(00004310){Invoicing.exe} [00405310] System.@NewAnsiStrin
(0000433B){Invoicing.exe} [0040533B] System.@LStrFromPCha
(00004773){Invoicing.exe} [00405773] System.@LStrCopy (Li

When an error such as this occurs, the **Details** button will toggle visibility of the error. Most of the time this will not be necessary, but it is made available in case you would prefer to check exactly what details will be sent with the **Email Support** feature.

Support Options

Copy to Clipboard

This option simply copies the entire error log to your Windows clipboard, just as the Windows keyboard shortcut **ctrl C** will do. This is useful if you need to send the error via other means or paste it into another application.

These stack traces contain a long list of details pertaining to the error, as a result the error logs are very large. Keep this in mind before pasting the log in something such as an instant message or online support chat session. Generally speaking, you would only need to use this option if explicitly requested to do so by an Aura Helpdesk technician.

Email Support

This option will email your error log to the Aura Helpdesk. This information will allow our developers to instantly see what caused the error, enabling them to more easily find a solution for the error.

Internet Support

This option will open your default internet browser and attempt to create a new Live Support chat, which will allow you to get assistance from an Aura Helpdesk technician.

The last two options listed here require an active internet connection to function. If you are currently experiencing problems with your internet connection, please leave the error message on screen and call our Aura Helpdesk on the number provided.

4.2 Possible Startup Messages

Note to self: Build section here with list of messages that may come up at startup, what they mean and how a user should respond to them.

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Part V

Activities

5 Activities

The **Activities** menu contains the main interactive features of BackOffice; options found here will be used on a daily basis. Each sub-menu here contains tools relative to the maintenance and recording of various important areas of your store.

See a topic below for more information:

- **Stock** 37
- **Cashup** 55
- **Get Menus** 64
- **Menu Publish** (This feature will only be used by the head office of a brand, it will not work for a standard store.)
- **Synchronise** 65
- **Capture Operating Expenses** 65
- **Transactions (Purge NOMAD Transactions)** 67
- **Export (Data Exporter)** 68
- **Backup Database** 68
- **Plugins** 69
- **Add-ins** 72
- **Update Customer Stats** 97
- **Show Main Screen** 23 - Note: Selecting this option will also clear any password in memory if 'Persist User' is used.
- **Exit** - This will quit Aura BackOffice.

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5.1 Stock

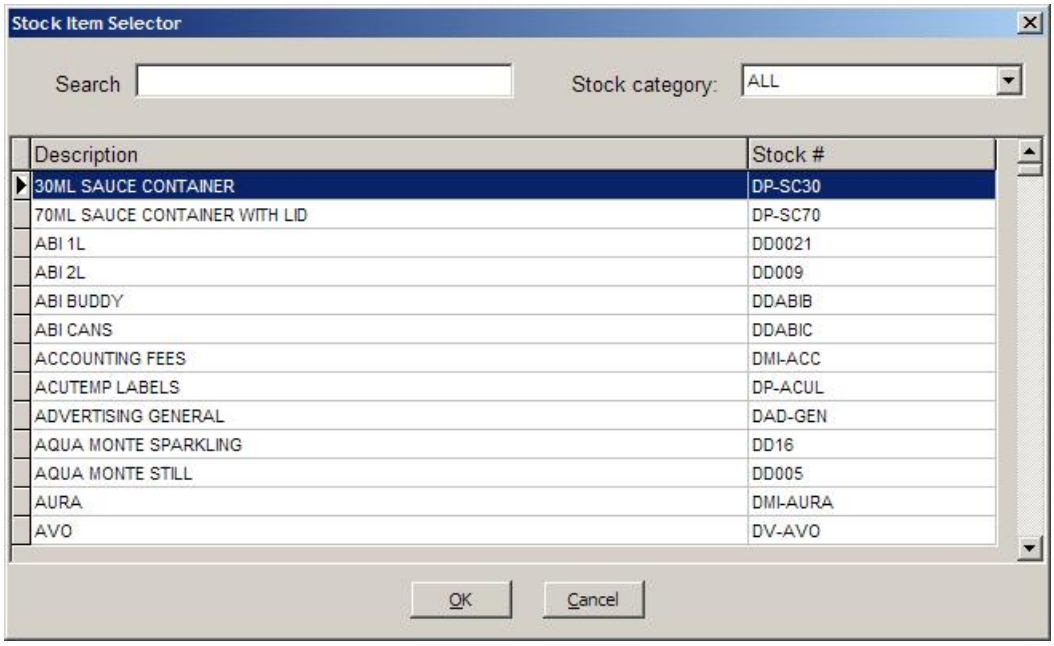
The **Stock** features of Aura provide active controls for managing and controlling stock flow into and out of your store. The range of options allow for almost any situation that may arise affecting your stock; ranging from automatic calculation of the inevitable stock wastage in food preparation (for obvious reasons, this is easier to track on certain stock types than it is on others), to the movement of stock between multiple locations, internal and external. These functions are essential for correct stock flow information from the reports.

See a topic below for more information:

- **Count Stock** 38
- **Purchase Stock** 41
- **Return Stock** 46
- **Manufacture Stock** 47
- **Discard Stock** 51
- **Transfer Stock** 53

Stock Item Selector

The majority of stock related screens require you to use a **Stock Item Selector** to specify the stock item(s) you need to work with. Below is a description of the operation of this window:



Search - Enter any part of the stock item name you wish to search for; the stock item list will automatically update and begin to filter the items as you type.

Stock Category - If the stock item you are searching for has the same or a similar name to an item in a separate category, you can narrow the search criteria by the category filter, displaying ONLY the category you select.

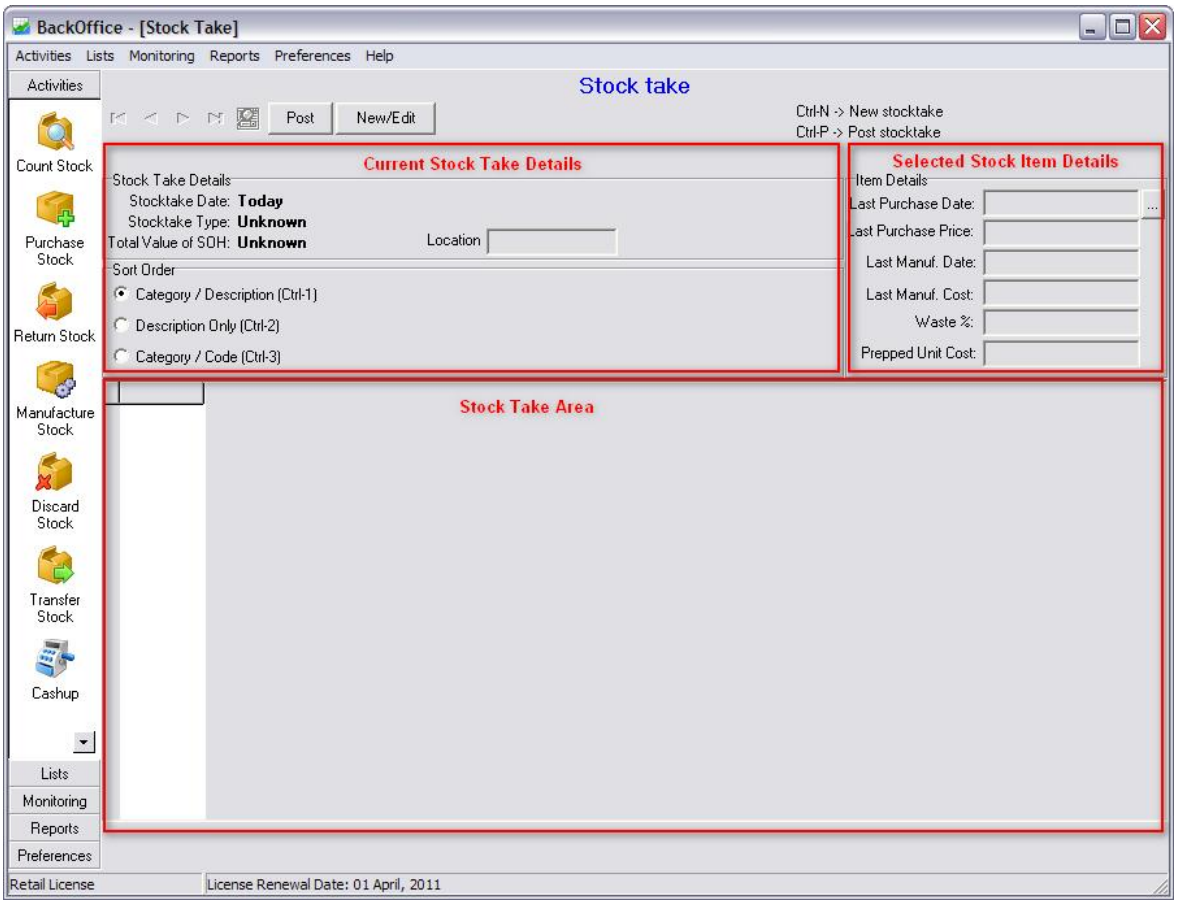
Description and **StockNO** - These two columns display a list of the stock items matching your search criteria (**Search** and **Stock Category**), you may scroll up or down through this list and click on the item you wish to work with.

Once the item is selected, click the **OK** button to enter the selected item in the screen you are currently working in to continue.

5.1.1 Count Stock

The **Count Stock** option allows you to enter a complete or controllable stock take for a specific date. The correct capture of stock is essential for stock tracking, these stock takes are used in the calculation of variations in stock levels, over-use versus under-use, and other features unique to the Aura POS System.

Before entering the stock take, please print out the **Stock Take Worksheet** report with which to count the physical stock.



Stock Take Toolbar - This toolbar is described in more detail in the section on **Navigating Records** 24.

Post - Use this button to save the currently active stock take.

New/Edit - Use this button to start a new stock take, or edit a previously entered stock take.

Stock Take Details

Stock Take Date - Displays the date of the currently active stock take.

Stock Take Type - Displays whether or not the currently active stock take is a complete or controllable stock take. This is described in more detail further below.

Total Value of SOH - Displays the total monetary value of all stock accounted for in the currently active stock take.

Location - Displays whether the stock take is for your default location or for an alternative location.
For more information, see the section on **Stock Locations** 157.

Sort Order - Change the sort order of the stock items in the currently active stock take. The same three sort options are available when printing out the Stock Take Worksheet.
For more information, see the section on the **Stock Take Worksheet**.

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Item Details

Last Purchase Date - Displays the date that the selected stock item was purchased.

If you find there is an unreasonable value for one of your stock items in the stock take, you may use the ... button to the right of the **Last Purchase Date** to go directly to that purchase order.

Last Purchase Price - Displays the cost of the last purchase for the selected stock item.
For more information, see the section on **Purchase Stock** 41.

Last Manufacture Date - If the selected item is a manufactured item as opposed to a purchased item, the last manufacture date will show here.

Last Manufacture Cost - This field will display the last cost of manufacture for the selected stock item.
For more information, see the section on **Manufacturing Stock** 47.

Waste % - This will display the preset wastage percentage of the selected stock item.

Prepped Unit Cost - Displays the cost to your store of using one measure of the selected stock item.
For more information, see the section on the **Wastage Percentage** 151 and **Prepped Unit Cost** 151 of your **Stock Items**.

Starting New and Editing Old Stock Takes

To begin a new stock take, or edit a previously posted stock take, click the **New/Edit** button on the toolbar above the Stock Take Details section. After a password prompt, you will see the following screen:

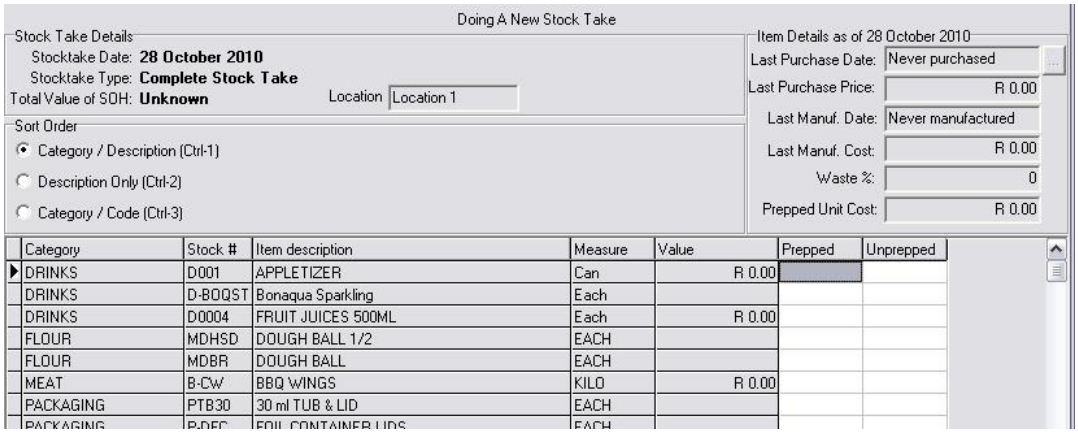
Select the date for which you need to enter or modify the closing stock figures, the location for your stock take, and whether or not it is a complete stock take (All Stock Items) or a partial stock take (Controllable Stock Items Only). Then click on **OK** to proceed.

Stock locations are available for advanced stock control from one section of the store to another, or from your store to an external location and vice versa. For more information, see the section on **Stock Locations** 157.

Keep in mind that a stock take may only be done on an **internal location**; all external locations are automatically **excluded** from the list of selectable location.

Controllable stock items can be set in order to speed up the daily stock take functions. Selecting a stock take for controllable items only, will exclude all items *not* set as controllable. For more information, see the section on **Controllable Items** 150.

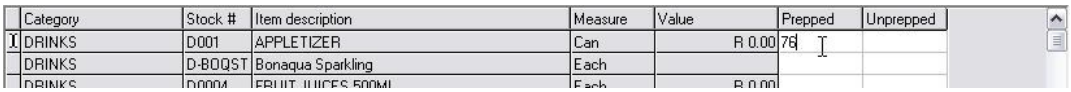
After successfully starting a new stock take, you should see a screen similar to the following:


Doing A New Stock Take
Stock Take Details
Stocktake Date: 28 October 2010
Stocktake Type: Complete Stock Take
Total Value of SOH: Unknown
Location Location 1
Sort Order
Category / Description (Ctrl-1)
Description Only (Ctrl-2)
Category / Code (Ctrl-3)
Item Details as of 28 October 2010
Last Purchase Date: Never purchased
Last Purchase Price: R 0.00
Last Manuf. Date: Never manufactured
Last Manuf. Cost: R 0.00
Waste %: 0
Prepped Unit Cost: R 0.00
Category Stock # Item description Measure Value Prepped Unprepped
DRINKS D001 APPLETIZER Can R 0.00
DRINKS D-BOQST Bonaqua Sparkling Each
DRINKS D0004 FRUIT JUICES 500ML Each R 0.00
FLOUR MDHSD DOUGH BALL 1/2 EACH
FLOUR MDBR DOUGH BALL EACH
MEAT B-CW BBQ WINGS KILO R 0.00
PACKAGING PTB30 30 ml TUB & LID EACH

Stock take details would be captured under the **Prepped** and **Unprepped** columns on the right.

Capturing Stock Take Data

To capture stock take details into *Aura*, simply select the relative stock item and enter the figures using the keyboard. With a field selected, the contents will automatically be replaced by the figure you type, as seen below:


Category Stock # Item description Measure Value Prepped Unprepped
DRINKS D001 APPLETIZER Can R 0.00 76
DRINKS D-BOQST Bonaqua Sparkling Each

- The **'Prepped'** column is used for stock that has been prepared for use already, ie: drinks that have been moved from the store room to the fridge in front, flour that has been taken out of the store room to the kitchen, etc.
- The **'Unprepped'** column is for bulk stock that has not been prepared for use yet.

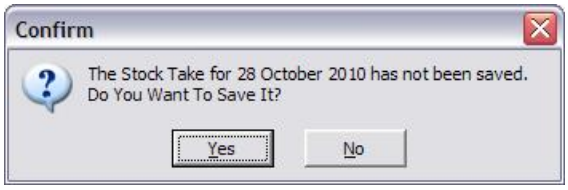
Certain items may not have any difference in the calculations between the prepared and unprepared stock levels; while other items will. This is governed by the **stock item wastage percentage** setting.

Certain stock items are bought in a different form to that which is used in your store; for example, cheese may be bought in blocks and then grated before being used on a pizza. In this aforementioned example, the cheese stock item would require a wastage percentage to be set in order to cover for pieces of cheese that fall off the cutting board or get stuck on the cheese grater.

For more information, see the section on **Wastage Percentage** 151.

Press **Enter** or **Return** on your keyboard, or selecting a different field with the mouse will enter this figure into the relative field. Once the entire stock take has been entered, ensure that the figures are correct, and click the post button on the top toolbar to save the stock take.

Clicking the 'New / Edit' button before a stock take has been posted will give you an option to cancel the stock take; doing so will display a message similar to the following:



Clicking 'Yes' on this message will post the current stock take and immediately start a new stock take, while clicking 'No' on this message will close the current stock take without posting the stock counts.

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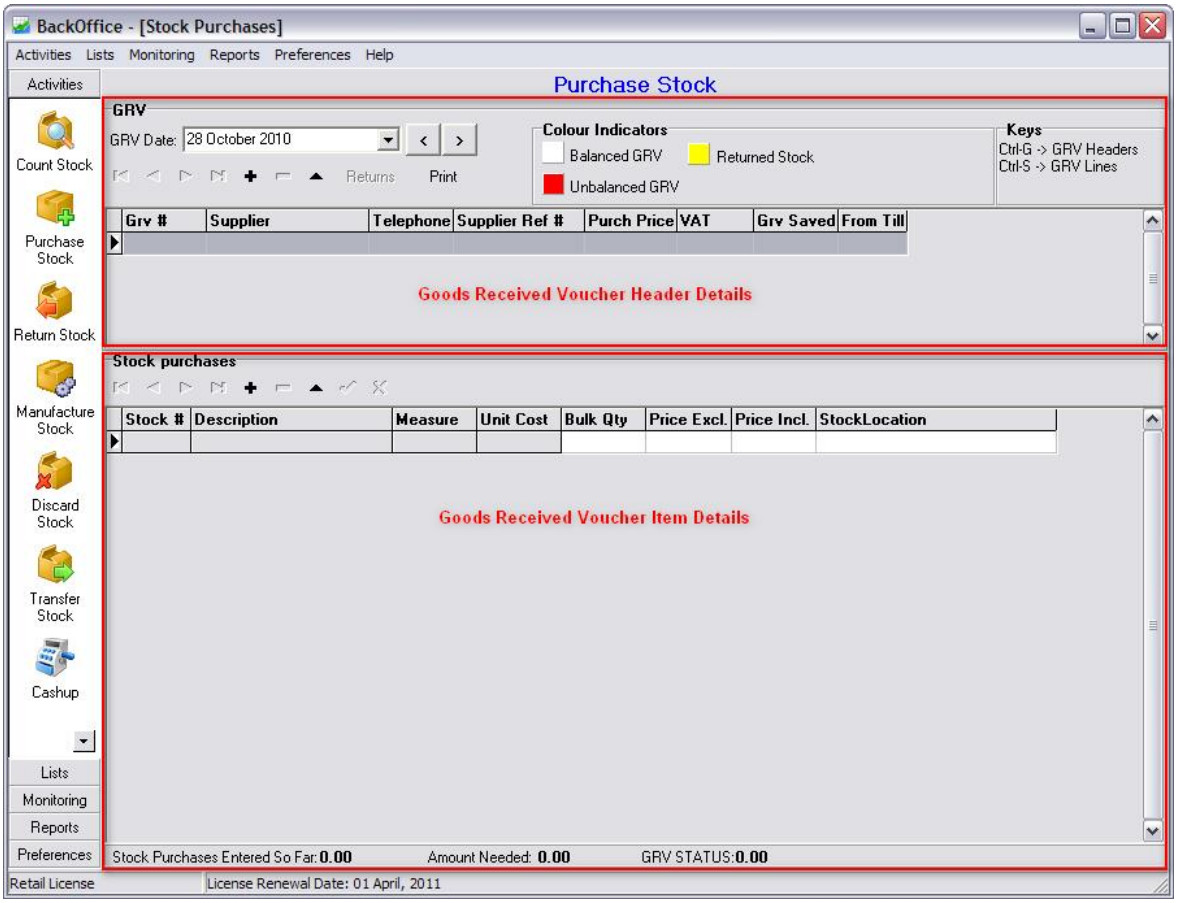
5.1.2 Purchase Stock

The **Purchase Stock** screen is used to enter any goods received vouchers for stock coming into the store. From these captured GRVs, Aura stores information vital to that item, including the stock unit cost (calculated as per the unit of measure for each item), which in turn ties directly to the recipes for your menu items. This automatic update allows Aura BackOffice to display the profit margin on any menu item individually; allowing you to isolate the lower performing items on your menu and optimise them to find a more cost effective method.

Keep in mind **Manufactured Stock Items** will not how up under this screen. For more information, see the section on **Manufacture Stock** 47.



GRV List Area

GRV Date - Select the date for which you would like to view or enter a goods received voucher.

< > - Use these buttons to browse through the previous and following dates one day at a time.

Colour Indicators - This colour legend displays the status of your GRVs as per the lines in the list of GRVs. This is described in more detail below.

Keys - Use these shortcut keys to change the focus between the two areas of the **Purchase Stock** list for keyboard shortcuts.

GRV Details Area and Stock Purchases Toolbars
For more information, see the section on **Navigating Records** 24.

In order to add a goods received voucher, you will need the following information:

- **Supplier name**
- **List of items with quantities and costs**
- **Total order amount**
- **VAT amount**

Selecting a Supplier

To capture a new goods received voucher, click the + button in the **GRV List** section. This will bring up a prompt for a new GRV, as seen below:

GRV Information

GRV Number, **GRV Date**, and **Shift Number** - These fields will be automatically filled in by *BackOffice* as required.

Supplier Information

Supplier - Select your supplier name from the drop down list.

... **Add New Supplier** - For more information, see the section on **Adding New Suppliers** 111.

Ref # - Enter your purchase order reference number, it is generally accepted to use the order number on your invoice.

Telephone - This will pick up automatically from the selected supplier's contact number.

Cost

VAT Inc Total - The VAT Inclusive Total is the total order amount, including the full VAT amount.

VAT - *BackOffice* will automatically calculate the order amount before VAT according to the items purchased.

If you are purchasing items that are marked as VAT exempt, these items will not add any VAT calculations in the purchase.

These figures now calculates automatically from the VAT exempt setting. For more information, see the section on the **VAT Exempt** setting for **Stock Items** 152.

Till

Paid From Till - Select whether or not this GRV will be paid using cash from a till shift or not. After clicking **OK**, *BackOffice* will prompt you to select a till shift to pay the GRV from.

Amount Paid - This option will only be available if paid from till. Enter the amount paid from the till shift.

You can pay a GRV partially from a til and the balance from the safe, in this case, enter only the portion of the amount paid from till, and leave the **VAT Inc Total** as the full amount.

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Orders Generated from Order Manager

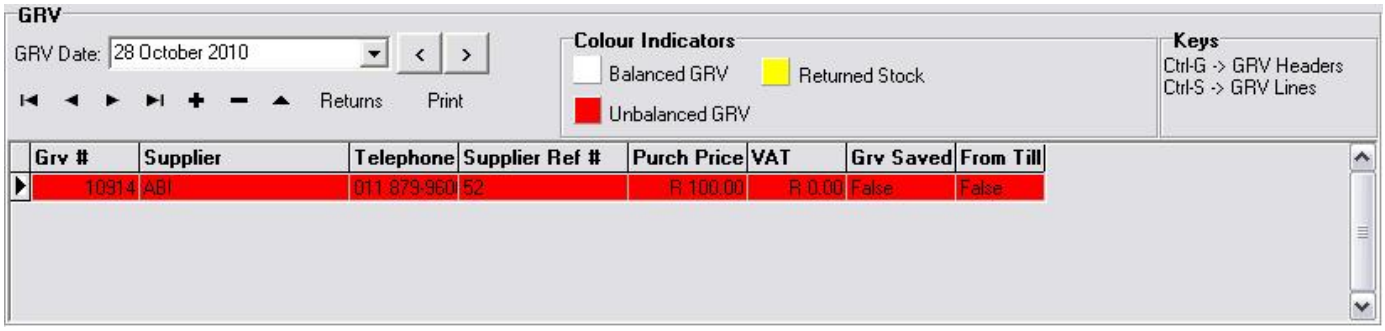
If you have used Aura Purchase Order Manager to generate a purchase order, you will be given an option to use the pre-generated order once the supplier has been selected. This will show a prompt similar to the following:

The above window will display a list of all available purchase orders that have not been entered into the Purchase Stock screen yet; select the desired order from the list and press OK. If you wish to create a new order, and not the automatically generated orders, click on Cancel to return to the normal Create a New GRV window.

The orders generated in Order Manager are used to prepare a purchase, these should only be entered into the **Purchase Stock** screen once the order has been placed and the stock arrives.

Adding Stock Items to the Purchase Order

Once you have successfully added a new supplier purchase, the GRV section should show up similar to the following:



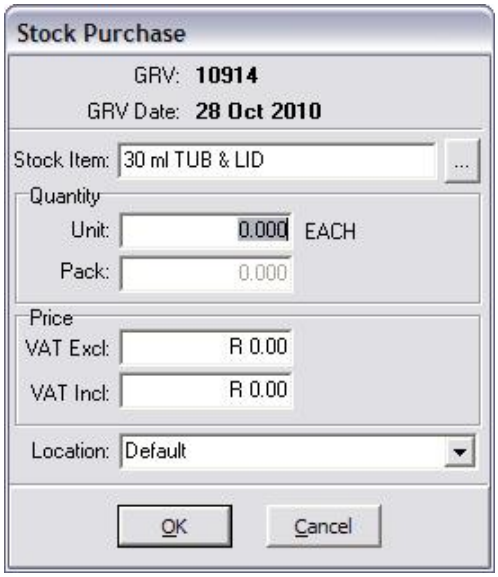
You should also see the Status Bar below the Stock Purchases section change:

The "**Purch Price**" column is the amount including VAT, and the VAT column is the VAT amount on it's own. The status bar along the bottom of this screen now displays the amount including VAT.

In order to account for VAT exempt items correctly; the Value Added Tax is calculated on each item individually.

You are now ready to add new stock items to the purchase order. Click on the button on the toolbar in the Stock Purchases section to bring up a list of items that can be For more information, see the section on the **Stock Item Selector** 37.

Once you have selected the desired stock item and clicked on OK, you should see the following:



GRV - This will automatically update with the GRV number of the purchase order that the stock item is being added to.

GRV Date - This will show the date that the selected GRV will be saved on.

Stock Item - Displays the stock item that you have marked for purchase. If you selected the incorrect item and need to change it, click the ... button to go back to the Stock Item Selector.

Quantity - If you are purchasing items that come pre-packed in crates or boxes, it is likely that the stock item itself has a **Pack Size** set up. If you are unsure of the pack size, or if the Pack option is unavailable, simply enter the Unit quantity as normal.

If you are purchasing cans for example: each can will come in a six-pack. Therefore the pack size for cans, may possibly be set to **6**.

If you are purchasing **2 trays** of cans (with **4 six-packs** each), then the number of six-packs would come to **8**.

You will see with items that have a pack size, the pack field will update with **multiples** of the pack size. Therefore, when buying cans (as per the above example) if **15 cans** are purchased, the pack field will display **2.5 packs** (2 six-packs, and half a six-pack as loose).

Price - The price field has also been improved in this latest version; now showing Vat Excl as well as VAT Incl values. Previously, the VAT was calculated on the GRV as a whole, now BackOffice calculates the VAT value according to each stock item individually. If one field is filled in, the other will be calculated automatically.

BackOffice still takes the VAT Incl amount divided by the Unit of Measure to calculate the Stock Unit Cost.
For more information, see the section on **Stock Unit Costs** 151.

Stock Location - If your stock is being purchased for a specific location, you can select a location from this from down list.
For more information, see the section on **Stock Locations** 157.

Location - To purchase a stock item directly into a stock location, instead of transferring stock afterwards, simply select the appropriate stock location from this drop down list.

The selected stock item must exist in the location first. For more information, see the section on **Stock Items per Location** 159.

BackOffice remembers the last purchase location for each stock item individually, then automatically selects this location the next time.

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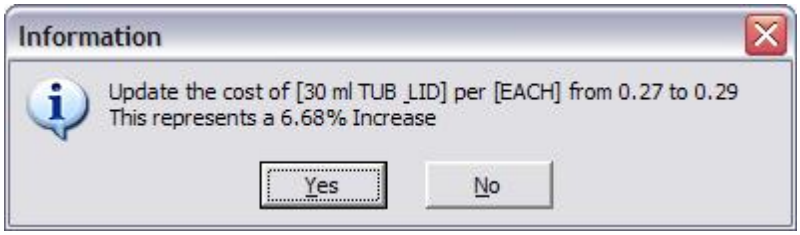
Enter in the desired information for the stock item to be entered, and click on OK to continue.

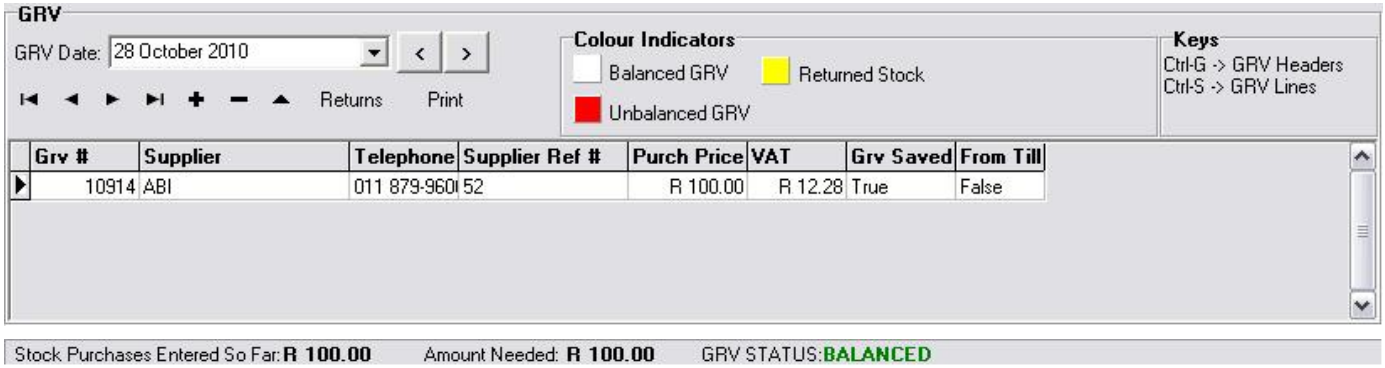
When entering item purchases, if the stock item costing has changed compared to the last purchase, a warning similar to the following will appear:



If this is correct, click on Yes to continue.

Repeat this process until all stock items on the invoice have been entered.

If the figures entered balance correctly, the supplier line in the GRV List section will change from being red. As well as the GRV Status bar at the bottom of the Stock Purchases section changing from 'UNDER BY R--.--' to 'BALANCED'. As seen below:


GRV
GRV Date: 28 October 2010
Returns
Print
Colour Indicators
Balanced GRV
Returned Stock
Unbalanced GRV
Keys
Ctrl-G -> GRV Headers
Ctrl-S -> GRV Lines
Grv # Supplier Telephone Supplier Ref # Purch Price VAT Grv Saved From Till
10914 ABI 011 879-960(52 R 100.00 R 12.28 True False
Stock Purchases Entered So Far: R 100.00
Amount Needed: R 100.00
GRV STATUS: BALANCED

This GRV is now completed. At this point, BackOffice has now automatically added the stock items to your stock management, and updated the cost prices for the purchased items.

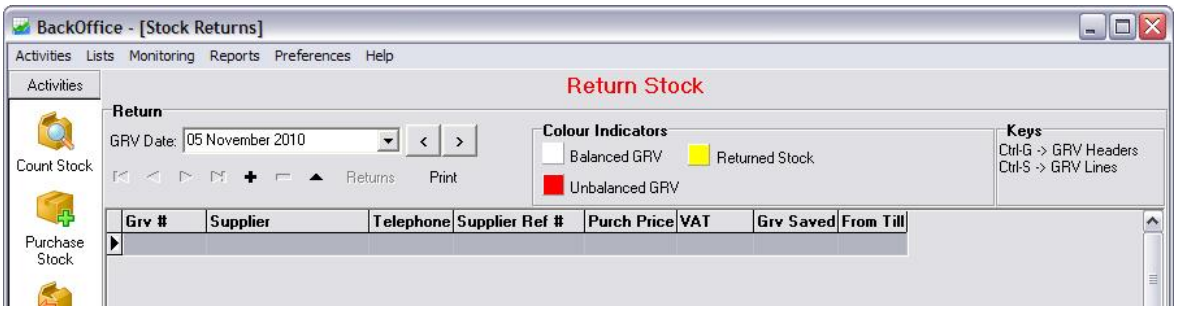
5.1.3 Return Stock

The **Return Stock** screen work the same as the **Purchase Stock** screen in reverse; allowing stock to be taken out of your store room with a valid reason. By doing so, you will also be required to enter the monetary value that you received in refund for these items; this figure will have an effect on your stock costing, as it has now changed the over-all stock unit cost. If stock is being thrown away as opposed to being returned to the supplier (as in the case of broken cans or bottles possibly), this stock should be recorded with the discard stock feature.

For more information, see the section on **Discard Stock** 51.

Important differences:

- Stock can only be returned to the supplier they were originally purchased from (as seen below).
- Stock can only be returned on the same date or a date later than when it was purchased.



When returning stock, even if the stock category filter is still set to display '**ALL**', you may not see all your stock items in the stock item selector. By default, Aura only allows items to be returned to the supplier they were originally purchased from.

Grv # Supplier Telephone Supplier Ref # Purch Price VAT Grv Saved From Till
5150 ABI 011 437 860 1234 R 50.00 R 0.00 False False
Stock Item Selector
Search
Stock category: ALL
Stock
Description Stock #
30ML TUB & LID PTB30
ABI 2L D009

Follow the same procedure for selecting a supplier and adding stock items as found on the **Purchase Stock** screen. For more information, see the section on **Purchase Stock** 41.

Under special circumstances, certain suppliers do allow stock to be 'returned' when they were not the original supplier.

In order to 'return' stock to a supplier who did not originally supply it, you must be granted the **To Return Any Stock To Any Supplier** access permission. For more information on this, see the section on **Access Permissions** 212.

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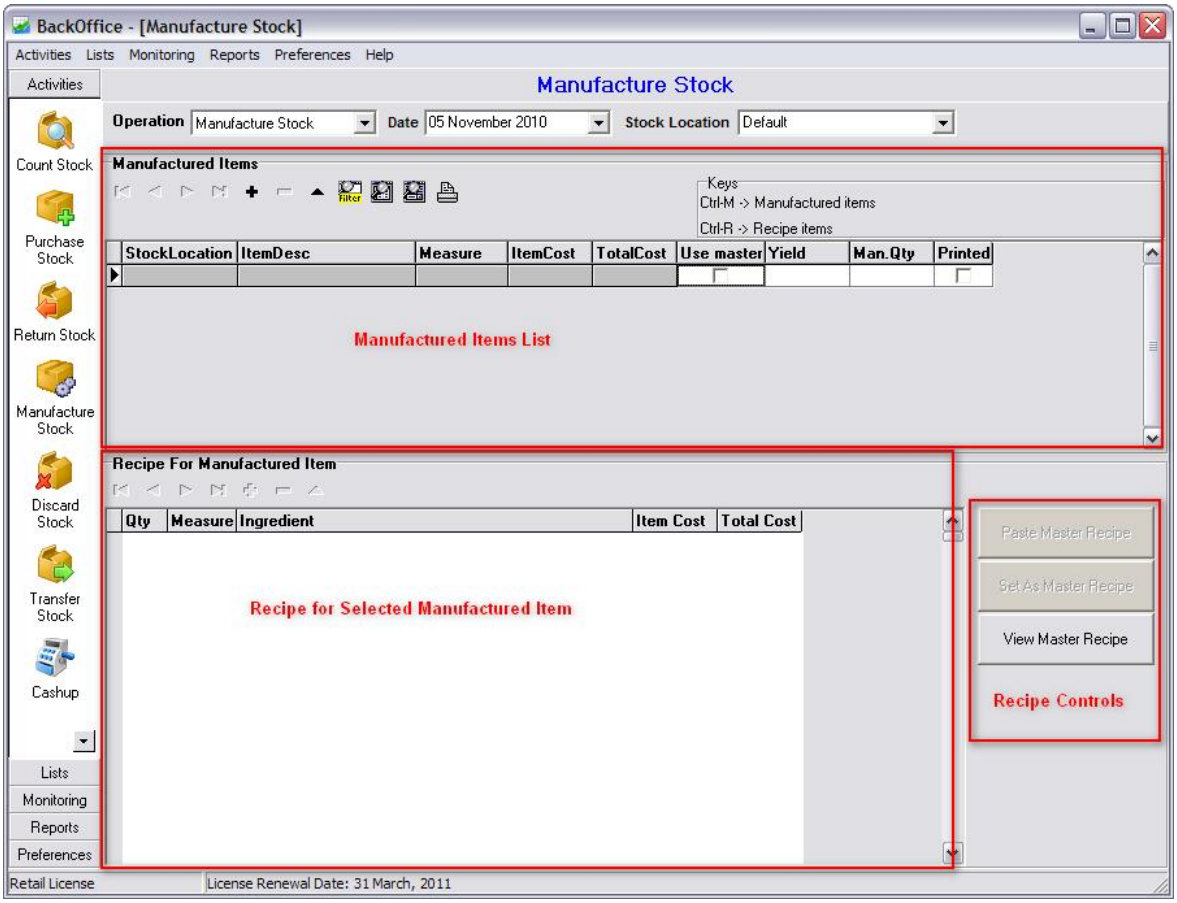
5.1.4 Manufacture Stock

The **Manufacture Stock** screen provides an interface to accurately track stock items that are used in the manufacture of other items. The term 'manufacture' is widely used as a term to describe the preparation of a particular stock item; Any stock items that are used in your store are prepared in some way or other, whether by the kitchen staff in store, or by the suppliers before delivery. If an item is prepared in-store by the kitchen staff, then it is generally considered a **Manufactured Stock Item**.

A manufactured item may be anything from a simple salad dressing mixed in-store, to pizza or bread dough. Either way, the manufactured item itself will require a recipe list so that Aura knows the quantities and items that are required for the items to be manufactured.
For more information, see the section on **Stock Item Recipes** 154.

Before you begin, please ensure that you have already manufactured the stock item and that you have all the figures that were used in, and produced from this manufacture session. This feature is designed to capture manufactured stock.



Manufactured Items

Toolbar - For more information, see the section on **Navigating Records** 24.

List of Manufactured Items - Shows a list of items manufactured on the selected date.

Recipe for Manufactured Item - Displays the recipe used to manufacture the item selected above.

New Entry For Manufactured Item

To capture a manufactured item, begin by pressing the + button on the **Manufactured Items** toolbar at the top of the screen. This will bring up the **Stock Item Selector** window, filtered to only show items that are available for manufacture.
For more information, see the section on the **Stock Item Selector** 37.

Select the item to enter from the list, and click on **OK**. This should bring you to the following screen:

In this example, we will use a cheese mix with half cheddar and half mozzarella.

Location - Displays the location of the selected manufacture stock item.

Stock # - Displays the selected manufacture stock item, along with the code to the right hand side.

If the incorrect item has been selected, click the ... button to return to the **Stock Item Selector** screen.

Batch Qty. - Select the number of times the recipe will be repeated in this session.

Use Master Recipe - Select this option if you will be using the preset recipe, deselect it if you will add the recipe manually for this session.

Batch Yield
If **Use Master Recipe** is ticked, this field will display the quantity that one batch of the master recipe will yield.
If **Use Master Recipe** is not ticked, you may enter the quantity that you produced from the recipe used; be careful with this option, by doing so you will have to accurately record the quantities used in the recipe.

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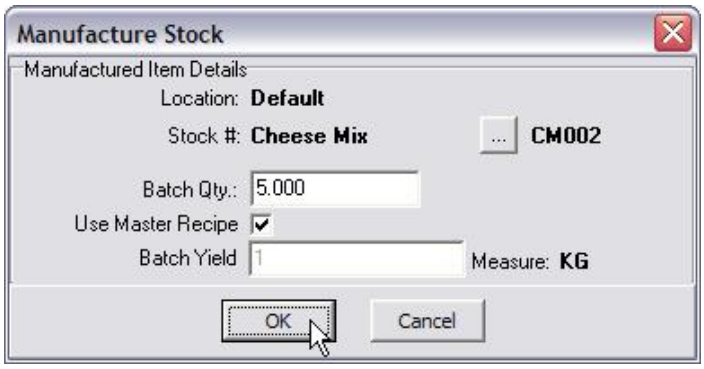
Manufacturing Using The Master Recipe

As we will see further down, the recipe for **Cheese Mix** uses 0.5kg of Cheddar and 0.5kg of Mozzarella, giving us a yield of 1kg.

If we use enough cheese to manufacture 5kgs of Cheese Mix, we will use 2.5kgs of each cheddar and mozzarella.



When you click on **OK**, you should see the following details:

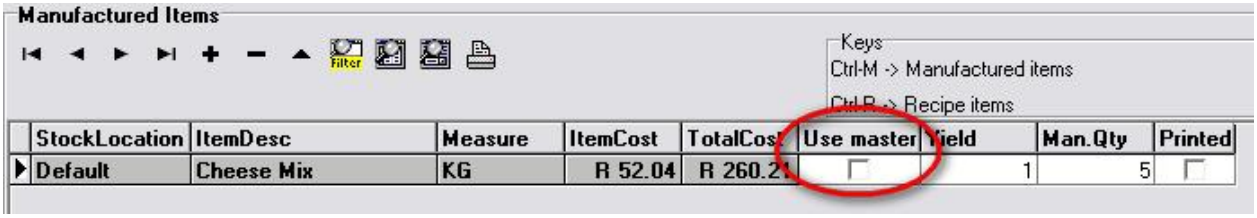
Manufactured Items
Keys
Ctrl-M -> Manufactured items
Ctrl-R -> Recipe items
StockLocation ItemDesc Measure ItemCost TotalCost Use master Yield Man.Qty Printed
Default Cheese Mix KG R 52.04 R 260.21 1 5
Recipe For Manufactured Item
Qty Measure Ingredient Item Cost Total Cost
0.5 KG CHEDDAR CHEESE R 53.08 R 26.54
0.5 KG MOZZARELLA R 51.01 R 25.50
Paste Master Recipe
Set As Master Recipe
View Master Recipe

The following may help to help understand the header line better:

In the **Default** location, we will manufacture **Cheese Mix** in a **Measure** of KG, using the **Master Recipe** which **Yields 1kg**, **5 times** over.

Manufacturing Using a Custom Recipe

If you find that the master recipe is different from what was actually used, you will need to manufacture the **Cheese Mix** without selecting **Use Master Recipe**, which will show the following screen:



From this screen you can now create the recipe that was used in this manufacture session by clicking the Button in the **Recipe For Manufacture Item** section on the lower part of the window. This will again bring you to the **Stock Item Selector** window, this time showing items that can be added to a recipe for a manufactured item. Select the stock item from the list and enter the quantity used in a **single recipe yield**.

Keep in mind that the quantity entered for the recipe, and the recipe yield for the manufactured item will both be multiplied by the **Manufactured Quantity** to give you the end result.

Once all items have been added, and their quantities entered, you may review and revise the recipe as needed. Below is an example of a recipe yielding 1kg of **Cheese Mix** using different quantities to the original recipe:

Paste Master Recipe - Using this option, you can reset the recipe for the currently selected manufacture item and over-ride it with the master recipe for that item. After which you can add / remove / change quantities for any items in the recipe.

Set As Master Recipe - If you wish to over-write the currently saved Master Recipe with the recipe you have just set up, use this option.

View Master Recipe - If you would like to view what is in the Master Recipe without affecting the recipe you have currently set up, use this option.

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5.1.5 Discard Stock

The **Discard Stock** screen provides an interface to account for wasted stock. If for some reason, certain stock becomes unusable (i.e.: burst cans, broken bottles, moisture in the flour or sugar, etc.), you will need to discard that stock. Discarded stock should be captured in this screen with care, as any items 'discarded' in the Aura system are simply recorded as wastage. If a batch of stock is instead returned to the supplier, as opposed to simply being thrown away, then it should rather be captured under Return Stock.
For more information, see the section on **Return Stock** 46.

Date Transferred - Select the date for the stock discard here.

< > - Use these buttons to browse through the previous and following dates one day at a time.

From Location - Select the location the stock is being discarded from.

Stock locations are part of the advanced stock control features of BackOffice. For more information, see the section on **Stock Locations** 157.

To Location - This is preset as 'Wastage' for this screen and cannot be altered.

Toolbar - For more information, see the section on **Navigating Records** 24.

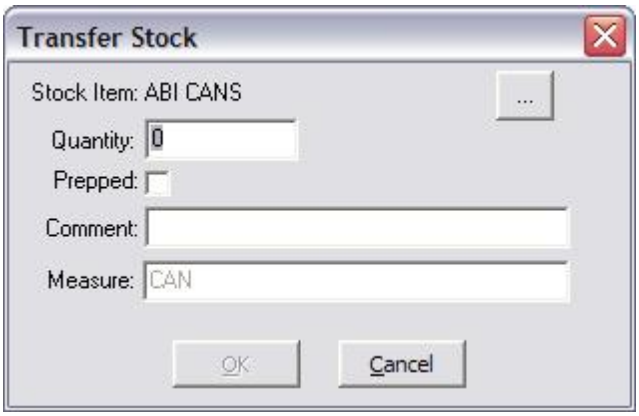
List of Stock Items - The lower section of this window lists all stock items that have been discarded on the selected date.

New Entry for Discarded Stock Items

To send stock items to your wastage location, first select the **Date** the stock was discarded from the top left of this screen.

Once on the correct date for the discard, click on the + button to show the **Stock Item Selector** window.
For more information, see the section on the **Stock Item Selector** 37.

After selecting the item you wish to discard, you should see the following screen:



Stock Item - This will display the selected item for discard.

If you wish to select a different item, click on the ... to return to the **Stock Item Selector**.

Quantity - Enter the quantity of the item to be discarded. Take note of the unit of measure further down when entering the quantity.

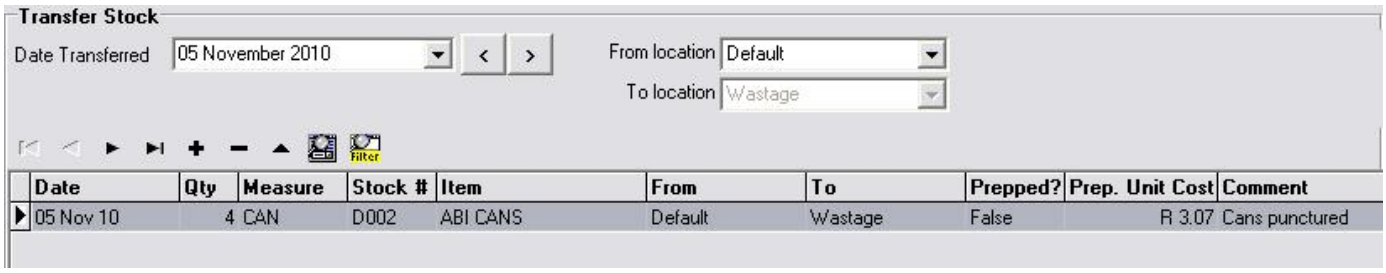
Prepped - If the stock being discarded has already been prepared, tick this box. If it is from the store room, do not tick this box.

This setting will have a more noticeable effect on stock items that have a set **Wastage Percentage**. As described under **Stock Items**, the wastage percentage is the amount of stock that is 'wasted' in preparing the stock for use. A polystyrene cup would not have wastage, where as grated cheese would.

Comment - This field is available as a reason for discarding the stock.

Measure - Displays the unit of measure for the selected stock item.

Once the required fields have been entered, click the **OK** button to save. This should display a line similar to the following:


Transfer Stock
Date Transferred 05 November 2010
From location Default
To location Wastage
Filter
Date Qty Measure Stock # Item From To Prepped? Prep. Unit Cost Comment
05 Nov 10 4 CAN D002 ABI CANS Default Wastage False R 3.07 Cans punctured

At this point, Aura BackOffice will automatically update your stock list through the system, allowing you to see the information entered on your reports.

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5.1.6 Transfer Stock

The **Transfer Stock** screen allows stock to be moved from one location to another. This could be from one internal location to another internal location, or from an internal location to an external location and vice versa. The uses of this feature can be as simple as moving stock from a larger bulk store room to the smaller in-store store room. If you have different employees that are responsible for each area, and stock takes are done separately for each, it is advisable to set up two locations for this purpose.

Another use of this feature is the transfer of stock to another store, perhaps if a nearby store has run out of lettuce and your store has some spare; by **transferring** the stock to this external location, the recorded amount of stock can safely be removed from the store room without leaving any unaccounted for stock variances.

In order to use this feature, you must have multiple locations set up. If you do not, you will not have any locations available to transfer to. For more information, see the section on **Stock Locations** 157.

Date Transferred - Select the date the stock was transferred.

< > - Use these buttons to browse through the previous and following dates one day at a time.

From Location - Select the location that the stock is being transferred from.

To Location - Select the location that the stock is being transferred to.

Toolbar - For more information, see the section on **Navigating Records** 24.

Stock Item List - This will display a list of all items that have been transferred on the selected date.

Selecting Transfer Locations

To transfer stock, first select the locations to transfer to and from. Select each location from the drop-down list. As seen below:

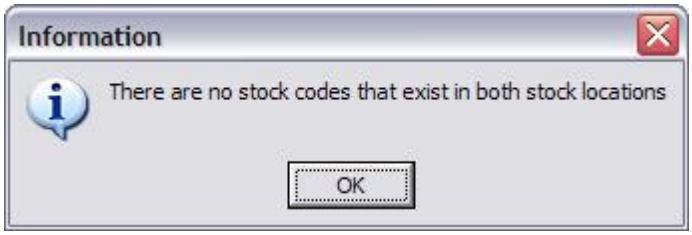
Select FROM Location

Select TO Location

Selecting Items to Transfer

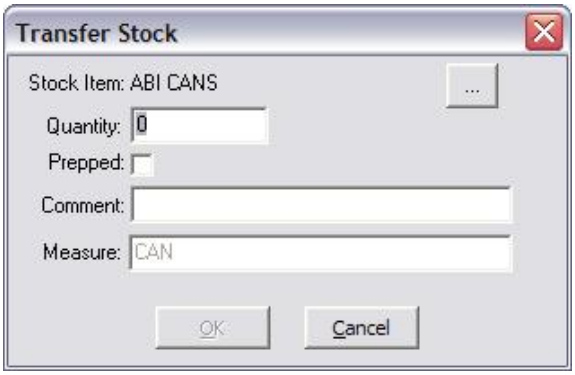
To transfer stock, click the + button from the **Toolbar**. This will bring up the **Stock item Selector** screen.
For more information, see the section on the **Stock Item Selector** 37.

In order to transfer a stock item from location **A** to location **B**, the same stock item must be allowed to exist in both locations. Amongst other reasons, this prevents stock accidentally going into the incorrect location. If you have just created a new location, you may see the following message:



In this case, you will first need to go specify which stock items are available in the new location. For more information, see the section on **Stock Items Per Location** 159.

Once you have selected the stock item you wish to transfer and clicked **OK**, you will be prompted for the quantity to transfer, as follows:



Stock Item - This will display the selected item for transfer.

If you wish to select a different item, click on the ... to return to the **Stock Item Selector**.

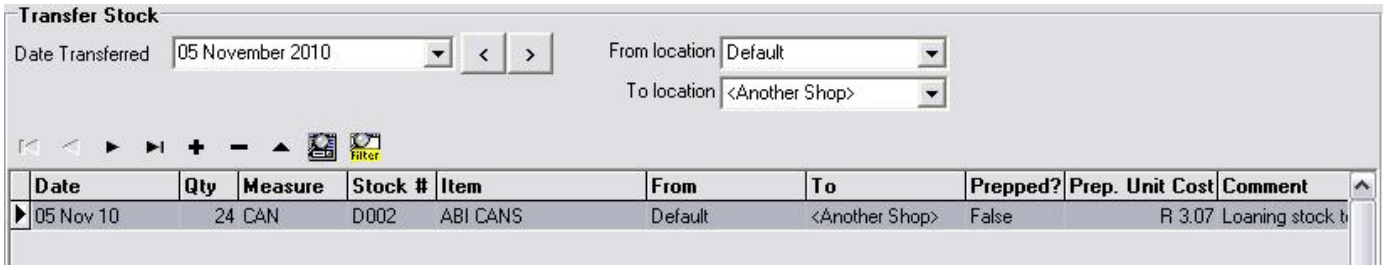
Quantity - Enter the quantity of the item to be transferred. Take note of the unit of measure further down when entering the quantity.

Prepped - If the stock being transferred has already been prepared for use, tick this box. If it is from the store room, do not tick this box.

Comment - This field is available as a reason for transferring the stock.

Measure - Displays the unit of measure for the selected stock item.

Once the required information has been added, click on **OK** to add the stock item to the list of stock to transfer. This should update the list to show similar to the following:



Repeat this process for each stock item until all stock that has been transferred is accounted for.

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5.2 Cashup

At the end of the trading day, you will need to complete the store cashup. This process saves all the information entered into the system during trade, and comparing that with the information entered by your employees, this will give an indication of whether the store is gaining or losing money. This process can be done from Aura Invoicing or BackOffice. This section outlines the cashup process as done from BackOffice.

The general cashup procedure is as follows:

- **Employee Cashup** 56 *(Only applicable if there are waiters, drivers, or any employees with time based wages)*
- **Till Shift Cashup** 59
- **Shop Cashup** 63

Colour Legend for Cashup Screen

Grey background: Selected *(applies to: employee, till and shop)*

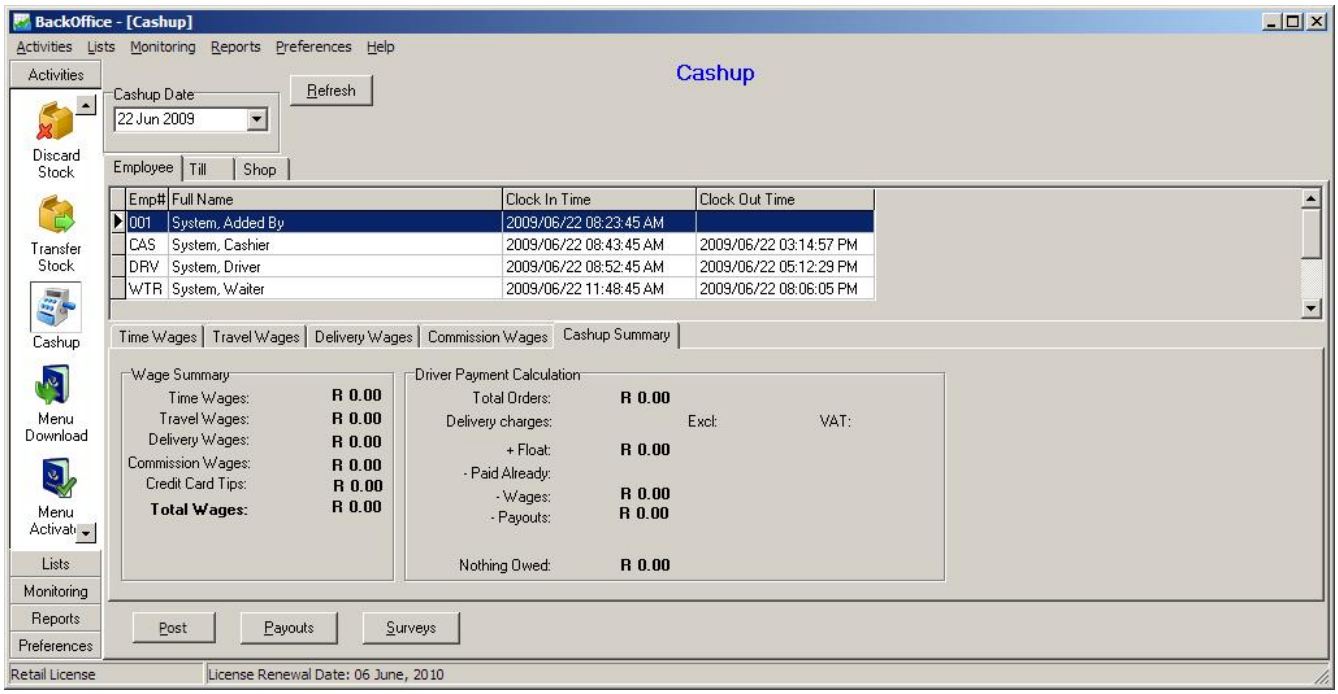
White background: Normal *(applies to: employee, till and shop)*

Green background: Posted *(applies to: employee, till and shop)*

Purple background: Locked *(applies to: till only)*

Depending on your Microsoft Windows colour setting, the selected row may be blue, grey, or green. Look for the selection indicator arrow to the left to see which row is currently selected.

5.2.1 Employee Cashup



The **Employee** tab will show a list of employees that were active on the system for the selected cashup date. To view information for each employee, select the employee from the list at the top and below that you will now see their own cashup information.

To view more specific information, select one of the detail tabs below the list of employees. Each tab will show more specific information regarding the currently selected employee.

Drivers and Waiters must be posted before moving on to the till shift cashup. If your employees are all paid an hourly wage, then all employees need to be posted to work out their wages correctly.

For stores that do deliveries: Drivers have their deliveries assigned to their clock in record, these orders are only completed and paid into a till shift when the driver is posted to a till shift.

For stores that have tables: Waitrons have their table orders assigned to them, and they can close a table, allowing a new order to be rung up on that table. As with the drivers, these orders are only paid into a till shift when they are posted.

If a driver or waiter has for any reason clocked in more than once in a day, all instances of their name in the cashup list must be posted. Invoicing treats each time clocked in as an individual employee shift.

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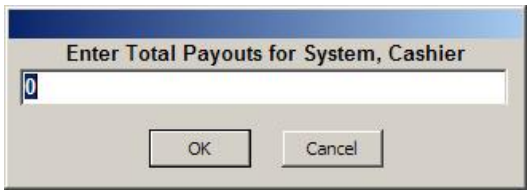
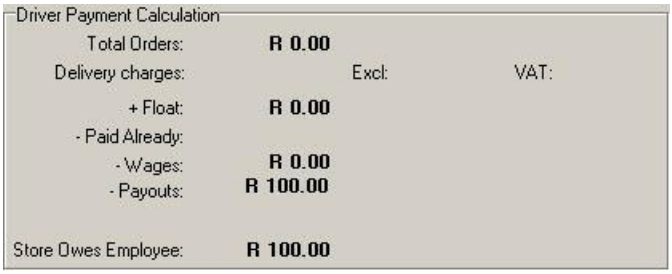
Employee Payouts

As the name suggests, the **Employee Payouts** feature is an amount paid to the employee other than their standard wages. There may be various reasons for using this feature; however, through any of these, keep in mind that this feature is only for any transaction that is not going to be recorded in another area of Aura.

This is entered as a single figure, for the current cashup only, as seen here:



If a figure of **R100** is entered, the Cashup Summary tab will update to show the following:

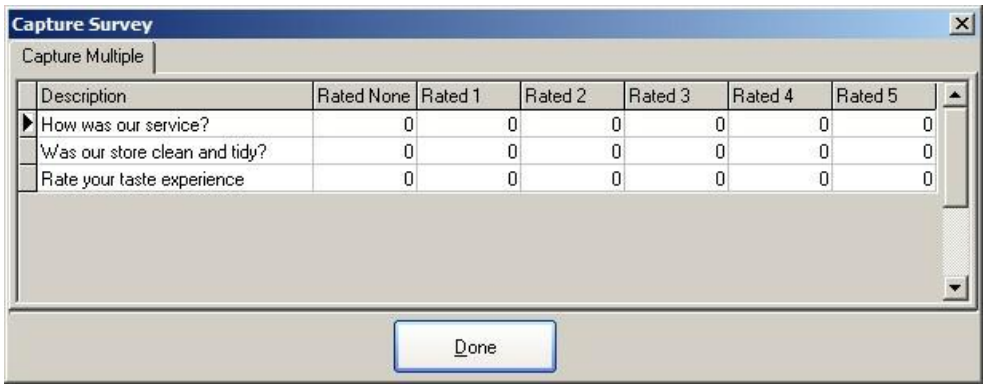


Surveys

The **Surveys** button is used to capture any surveys from the customer slips. This survey is printed out on table orders only and must be set up on your server computer. To set up these questions in *Aura*, see the section on **Survey Questions** 115.

The survey that prints out on customer invoices is taken from an image in the Aura program folder. Please contact our Aura Helpdesk if you require assistance with this option.

Clicking the **Survey** button will present you with the following window:



Once the slip survey ratings have been added up for each employee (from the slips), select the block for the appropriate rating for each question, type the number of customers that gave that rating and press 'enter' on your keyboard. When the surveys have been captured successfully for this employee, click on the **Close** button to continue with the cashup process.

These surveys are summarized in the reports; for more information, see the section on the **Survey Ratings Report**.

Posting an Employee

To post an employee, select their name from the list and press the **Post** button in the lower left side of the cashup screen. This will show a list of currently active till shifts to post the employee into. This will only list till shifts that have not yet been ended or posted:

Select the appropriate till shift and click **OK**. If the employee is still clocked in, you will see the clock out prompt, click on **OK** to complete the process. Once the employee has clocked out, the system will show the following message:

Once **OK** is pressed, Aura will refresh the screen and show the posted employees with a green background colour; as seen here:

Emp#	Full Name	Clock In Time	Clock Out Time
001	System, Added By	2009/06/22 08:23:45 AM	
CAS	System, Cashier	2009/06/22 08:43:45 AM	2009/06/22 03:14:57 PM
DRV	System, Driver	2009/06/22 08:52:45 AM	2009/06/22 05:12:29 PM
WTR	System, Waiter	2009/06/22 11:48:45 AM	2009/06/22 08:06:05 PM

Repeat this process until all necessary employees have been cashed up into their respective till shifts.

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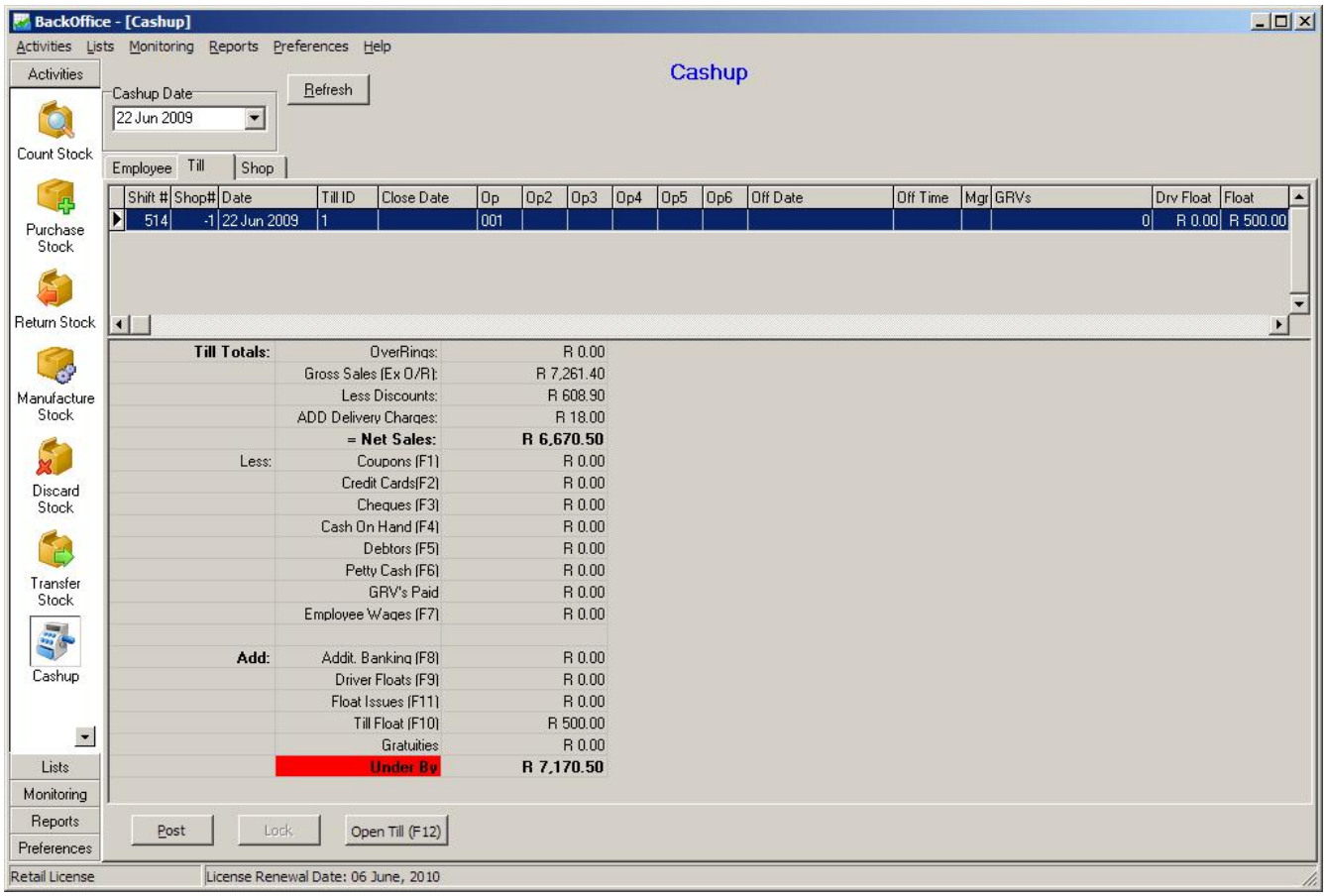
5.2.2 Till Shift Cashup



The upper section of the **Till** tab will display a list of all tills that are and have been active during the course of your trading day, while the lower section will display a summary of the selected till.

For stores that have a shift change in the middle of the trading day, it is recommended to do a till cashup and get the new cashier to activate their own till shift.

A till shift that has been ended, has both a **Date** (date and time started) and a **Close Date** (date and time shift was ended). If there is no close date, the shift is most likely still active.

Cashup Procedure

In the **Till Shift Summary** section, you will see function shortcut keys to each section of the cashup:

Till Totals:	OverRings:	R 0.00
	Gross Sales (Ex O/R):	R 7,261.40
	Less Discounts:	R 608.90
	ADD Delivery Charges:	R 18.00
	= Net Sales:	**R 6,670.50**
Less:	Coupons (F1)	R 0.00
	Credit Cards(F2)	R 0.00
	Cheques (F3)	R 0.00
	Cash On Hand (F4)	R 0.00
	Debtors (F5)	R 0.00
	Petty Cash (F6)	R 0.00
	GRV's Paid	R 0.00
	Employee Wages (F7)	R 0.00
Add:	Addit. Banking (F8)	R 0.00
	Driver Floats (F9)	R 0.00
	Float Issues (F11)	R 0.00
	Till Float (F10)	R 500.00
	Gratuities	R 0.00
	Under By	**R 7,170.50**

Coupons (F1) - Used to enter an amount for a customer coupon. I.e.: A sale where the customer paid with a store coupon, this accounts for the sales amount without needing to add to the Cash On Hand.

Credit Cards (F2) - This will list the credit card sales paid into this till shift, you can view or edit the amounts from this option.

Cheques (F3) - This will list the cheque sales paid into this till shift, you can view or edit the amounts from this option.

Cash On Hand (F4) - The cashier should use this option to enter the cash amounts of each denomination into their own till shift.

If the Till Float (F10) is shown in the till shift cashup summary, then the Cash On Hand (F4) amount must include the float.

Debtors (F5) - If any customers have a prior arrangement with management for a tab or account of any sorts, and are planning to pay the outstanding amount at a later stage, these sales should be marked in this section. Along with the customer name and information.

Petty Cash (F6) - Petty cash entries are small amounts paid from the till for store related miscellaneous purchases.

This feature can be disabled if need be. For more information, see the section on **Disable Petty Cash** under the **System Settings** 205.

Employee Wages (F7) - Lists the wages of all employees posted into the selected till shift, these amounts can be adjusted by a manager if needed.

Addit. Banking (F8) - Use this option to enter any additional banking if needed: this may possibly be an amount that was outstanding from a previous day, that was paid in today.

Driver Floats (F9) - If your drivers get issued floats from the till shift, these amounts will need to be entered in here for the till shift and the driver's wages to balance correctly.

Float Issues (F11) - If any other employees are issued with a float amount (such as for promotional work, or a kiosk sponsored and supported from the store), those loan float amounts must be entered here.

Till Float (F10) - This is the float amount for the selected till shift.

If the till shifts have a set float amount everyday, you can set a Default Till Float amount in the settings. For more information, see the section on **Invoicing Device Settings** 196.

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Posting and Locking Till Shifts

Once the till shift is balanced, you may now post the shift by pressing the **Post** button in the lower left corner of the screen, as seen here:

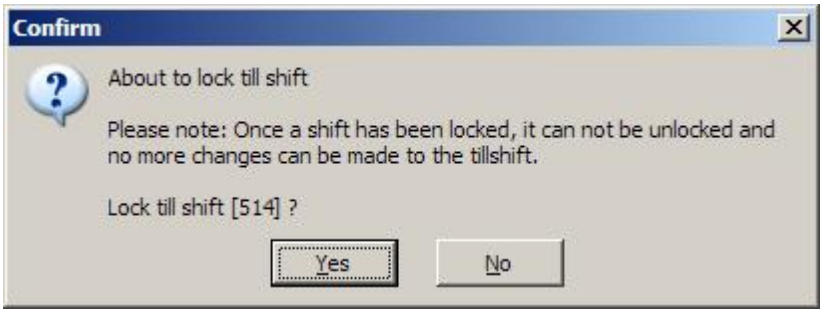
Repeat this process until all tills are balanced and posted (They will show green when posted):

Shift #	Shop#	Date	Till ID	Close Date	Op	Op2
514	-1	22 Jun 2009	1	22 Jun 2009	001	

When posting the final till shift in the cashup, Invoicing will check to see if there are any outstanding orders before allowing the shift to be ended and posted. This process is described further below, for now we will assume there are no outstanding orders.

After all tills have been successfully posted, you may now lock them. Press the **Lock** button in the lower left corner of the screen, as seen here:

This will prompt you for your password, and then ask for confirmation before locking the shift, as seen here:


Confirm
About to lock till shift
Please note: Once a shift has been locked, it can not be unlocked and no more changes can be made to the tillshift.
Lock till shift [514] ?
Yes
No

Once the selected till shift has been locked, the till shift will be shown in purple:

Shift #	Shop#	Date	Till ID	Close Date	Op	Op2
514	-1	22 Jun 2009	1	22 Jun 2009	001	

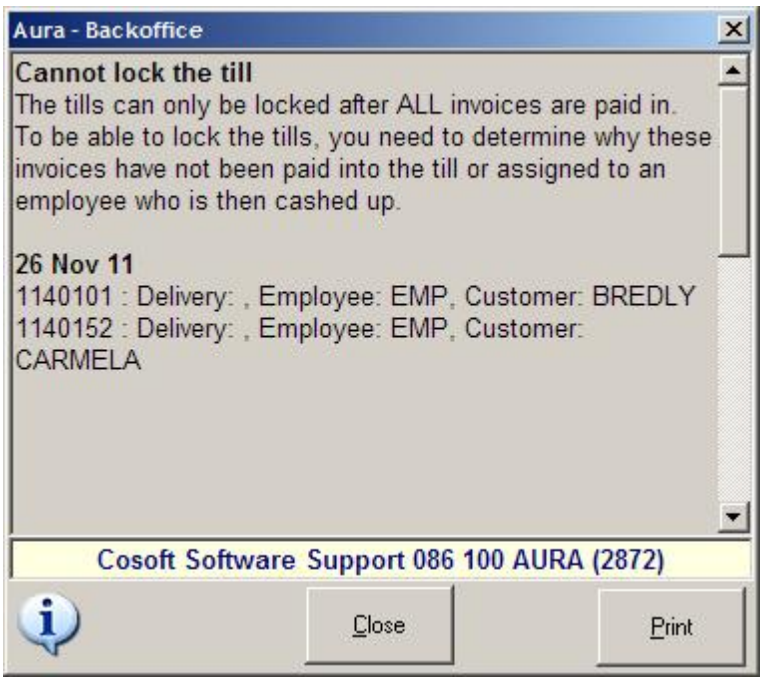
Repeat this process until all the day's till shifts have been posted and locked.

Cashup Safety Options

All invoices must be paid into a till shift in order to complete the cash up correctly; if there are any orders still outstanding when attempting to end and post the last active till shift, Aura will check to see if any orders are outstanding, or if any employees are not posted, and give you a chance to rectify the problem before ending the shift.

These checks for outstanding orders and un-posted employees are dependant on the cashup settings; if the option to check for outstanding orders when locking the till shift is **not** ticked, then Invoicing will not check for outstanding orders before ending and posting the final shift.

When attempting to post a till shift with orders still outstanding, you will see a prompt similar to the following:


Aura - Backoffice
Cannot lock the till
The tills can only be locked after ALL invoices are paid in.
To be able to lock the tills, you need to determine why these invoices have not been paid into the till or assigned to an employee who is then cashed up.
26 Nov 11
1140101 : Delivery: , Employee: EMP, Customer: BREDLY
1140152 : Delivery: , Employee: EMP, Customer: CARMELA
Cosoft Software Support 086 100 AURA (2872)
Close
Print

In cases like this, the outstanding orders must be completed before Aura will allow the cashup to continue.

If you see during the cashup that there are outstanding orders from previous days, and you are unsure of how to resolve the issue, please contact the Aura Help Desk for assistance.

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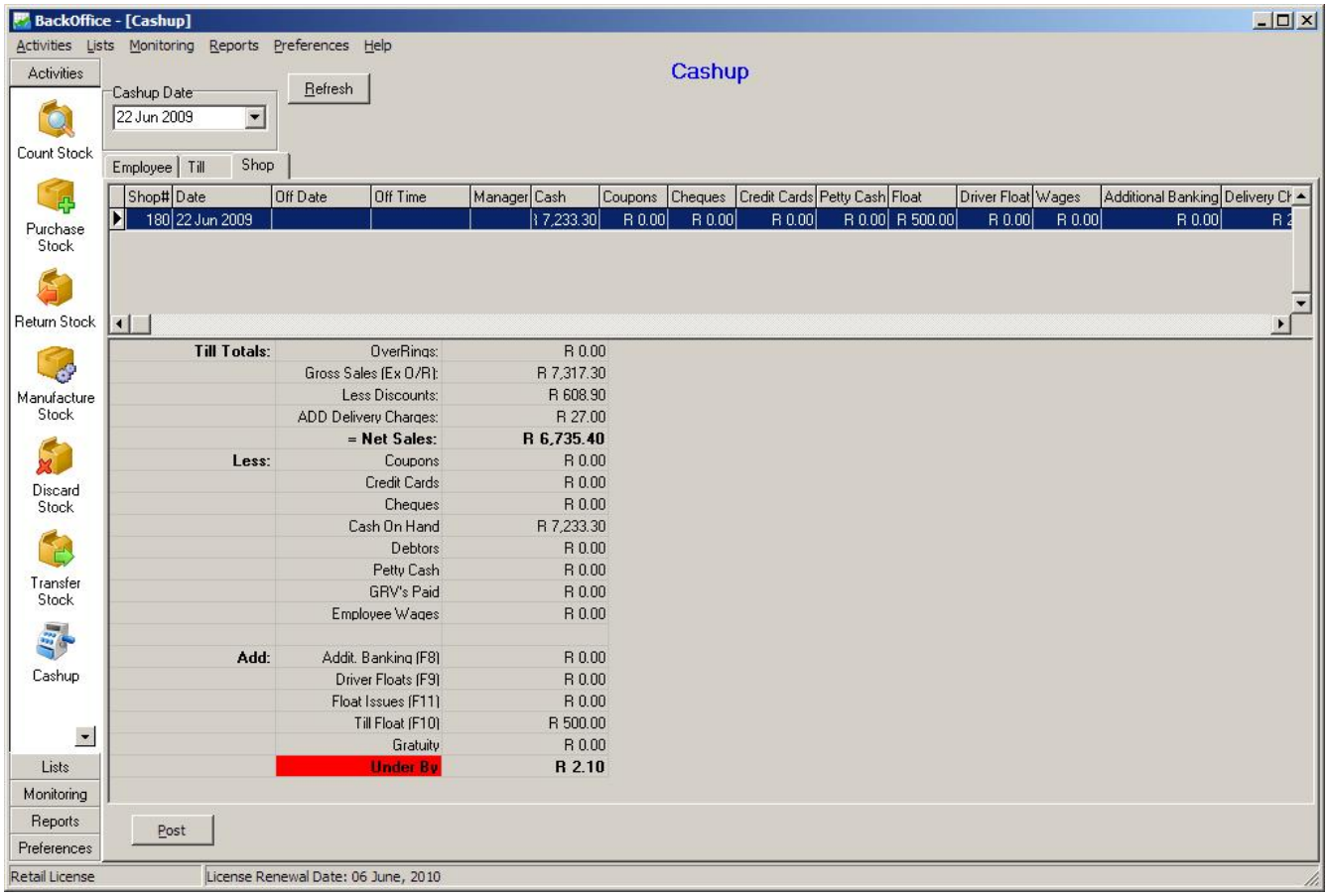
5.2.3 Shop Cashup

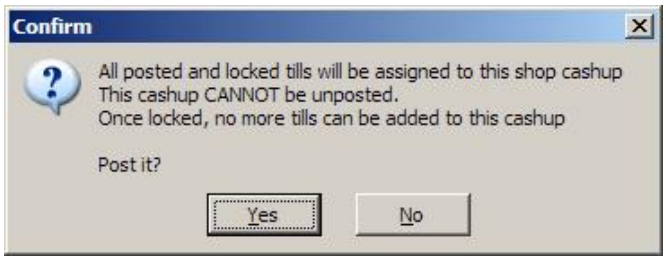

BackOffice - [Cashup]
Activities Lists Monitoring Reports Preferences Help
Cashup
Activities
Count Stock
Purchase Stock
Return Stock
Manufacture Stock
Discard Stock
Transfer Stock
Cashup
Lists
Monitoring
Reports
Preferences
Cashup Date
22 Jun 2009
Refresh
Employee Till Shop
Shop# Date Off Date Off Time Manager Cash Coupons Cheques Credit Cards Petty Cash Float Driver Float Wages Additional Banking Delivery Ch
180 22 Jun 2009 R 7,233.30 R 0.00 R 0.00 R 0.00 R 0.00 R 500.00 R 0.00 R 0.00 R 0.00
Till Totals: OverRings: R 0.00
Gross Sales (Ex O/R): R 7,317.30
Less Discounts: R 608.90
ADD Delivery Charges: R 27.00
= Net Sales: R 6,735.40
Less: Coupons R 0.00
Credit Cards R 0.00
Cheques R 0.00
Cash On Hand R 7,233.30
Debtors R 0.00
Petty Cash R 0.00
GRV's Paid R 0.00
Employee Wages R 0.00
Add: Addit. Banking (F8) R 0.00
Driver Floats (F9) R 0.00
Float Issues (F11) R 0.00
Till Float (F10) R 500.00
Gratuity R 0.00
Under By R 2.10
Post
Retail License
License Renewal Date: 06 June, 2010

The **Shop Cashup** screen consists of the shop cashup list and summary. This should only have one shop cashup in the list, and this screen acts both as a summary of all till shift cashups, as well as providing the final step for ending the trading day. Don't expect the whole shop cashup to balance perfectly every day of trade; due to the rush in most businesses and the fact that change must be exchanged, it is not very common that a shop cashup balances perfectly.

If you have more than one shop cashup in the list, or a new shop cashup appears after posting the first, ensure there is a tick in the option labeled **'One Shop Cashup Per Day'**.

For more information, see the section on **One Shop Cashup Per Day** under the **System Settings** 205.

To end the day's trading, click the **Post** button in the lower left corner of the screen. Posting the shop cashup will complete the shop cashup for the day, clearing all invoices linked to the posted and locked till shifts, and will prevent any new till shifts from being activated on this particular trading day. Pressing the **Post** button will present the following prompt:


Confirm
All posted and locked tills will be assigned to this shop cashup
This cashup CANNOT be unposted.
Once locked, no more tills can be added to this cashup
Post it?
Yes
No

A **posted** shop cashup will be displayed similar to the following line:

Shop cashup records do not need to be locked as till shift cashup records do, posting a shop cashup completes the cashup for the selected date.

5.3 Get Menus

The options found under the **Get Menus** section are provided to ensure your store is as up to date with the latest menu item prices at all times. Three main options are available under this menu; **Menu Download**, **Menu Activate** and **Menu Undo**.

The exact function of these options is dependant on your currently installed version of the Aura Enterprise Client (AEC); while version 1 runs a separate window on screen, version 2 has been optimised to run more in the background in order to interfere less with the usual flow of business. For more information on AEC, please contact our support department using the **Aura Contact Details** 233.

Menu Download

By selecting this option, Aura BackOffice will run the latest available version of the AEC and check to see if there are any newer menu versions available to you for download. Keep in mind that for larger store chains you will most likely receive a message from your head office that a new menu will be available.

Menu Activate

Once the menu has been downloaded, it is first stored in a temporary table until you are ready to activate the new prices. By selecting this activate option, the downloaded menu will then be set as your active menu and all relevant items and prices will be updated.

Remember that you do not need to activate immediately after downloading a menu; if a new menu is downloaded and the included prices are only valid for a future date, you may safely leave the downloaded menu as inactive until you are ready to activate it. For security reasons, the currently active menu is not deleted completed, but simply moved into a 'backup' table.

Menu Undo

If there is an issue with the new menu and you need to go back to your previously active menu, use this option. By performing a Menu Undo, Aura will retrieve the price list stored in the previously mentioned 'menu backup', and restore those as your active menu.

It is important to understand how this feature works before using it. When a menu is activated, the following steps are taken:

- The currently **active** menu is moved to become the **backup** menu; replacing anything that is currently in the backup.
- Next the **downloaded** menu is moved to become the **active** menu.

By these steps, performing a **menu undo** will only allow you to go back one menu revision. If you need to revert to an older menu than this feature allows, please contact the Aura Helpdesk for assistance.

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5.4 Synchronise

The **Synchronise** feature is provided to allow your store to upload sales data history to your head office. This is a very important feature of the Aura POS system; allowing a central point for a franchise to evaluate and optimise sales throughout the entire brand name.

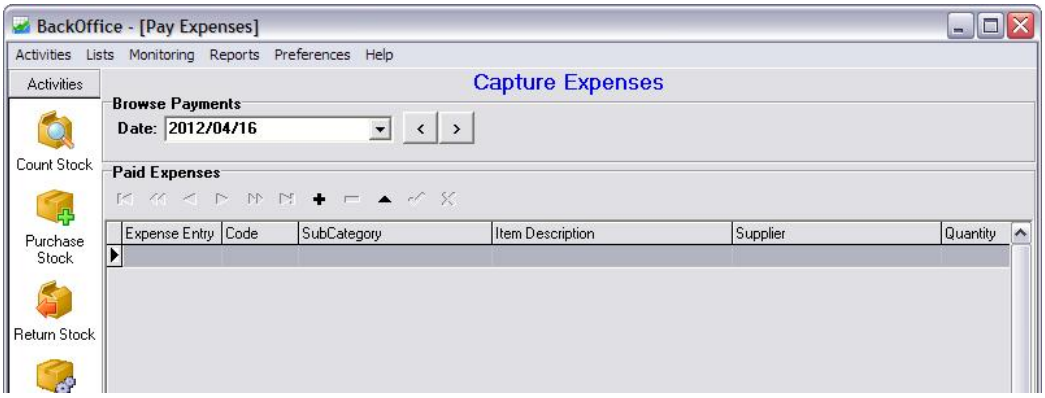
In the introduction to the **Reports** section, you will see that a failure to synchronise regularly has adverse effects on your Aura system.

The exact function of this option is dependant on your currently installed version of the AEC; while version 1 runs a separate window on screen, version 2 has been optimised to run in the background in order to interfere less with the usual flow of business. For more information on AEC, please contact our support department using the **Aura Contact Details** 233.

5.5 Capture Operating Expenses

The **Capture Expenses** feature is used to enter payments that are not directly linked to any profit inducing expenses. This may include utility bills, repairs to the store equipment, or various other store expenses that do not add or affect your stock items. Before an expense may be captured in Aura though, a record must be created on the system to link the expense to.

For more information, see the section on **Expenses: Items and Categories** 161.



Date - Select the date for which you would like to view or add expense payments.

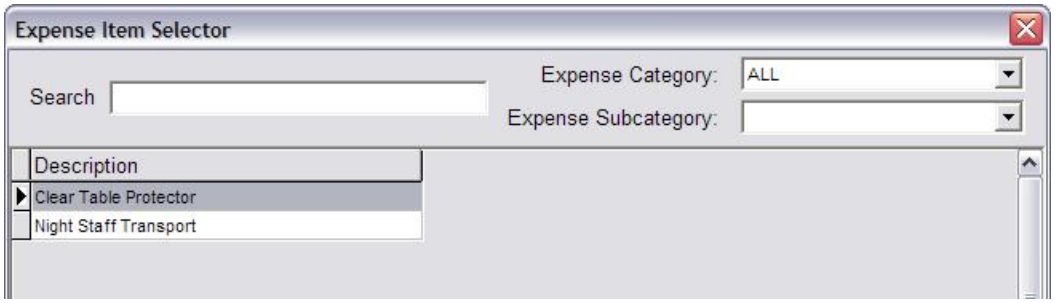
< > - Use these buttons to browse through the previous and following dates one day at a time.

Paid Expenses Toolbar - Use these buttons to navigate the expense payments entered on the selected date.

List of Expense Payments - This will display a list of all expense payments entered for the selected date.

Capturing Expense Payments

To capture an operating expense, click on the + button from the toolbar. This will bring up the **Expense Item Selector**, as seen below:



If you have no items in the list available to select, you will first need to set up your expense item categories and items. For more information, see the section on **Expense Items and Categories** 161.

After selecting the expense payment you wish to capture, click the **OK** button to continue. This will display the following prompt:

Payment Date - This date is automatically entered as the current date.

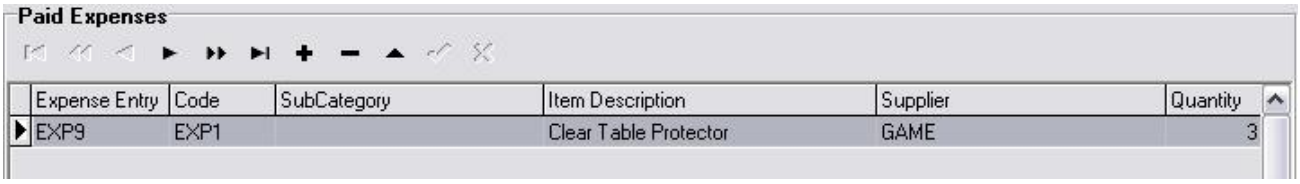
Expense Item - Displays the name of the selected item to capture an expense item payment for. (If you wish to select a different item, click on the ... button to return to the **Expense Item Selector**.)

Supplier - Displays the default supplier for the selected item. You may change this by selecting another supplier from the drop down list.

Quantity - Enter the quantity for purchase according to the unit of measure.

Amount Paid - Enter the amount paid for the above selected item and quantity.

After entering the required figures, click on **OK** to save the payment. You should see a screen similar to the following:



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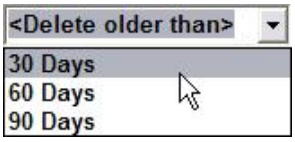
5.6 Transactions (Purge NOMAD Log)

The **Purge NOMAD Log** feature allows you to remove older information from your NOMAD Credit Card log.

This option will only function correctly if you have a NOMAD Credit Card system set up in your store, if you do not, this feature will have no effect.



The first step is to select the amount of information you wish to keep, click on the down arrow next to **<Delete older than>** and select the number of days of information to keep from the drop down list.

Please take note, this will select the amount of information to keep and will delete all information from the NOMAD log that is older than the selected number of days.

To begin the purge, click on the 'Purge' button. A prompt will be shown to confirm the log purge; click on **Yes** to continue with the purge.

This will now show a progress bar for each log that it clears, do not press any keys or try to close this window until you see a message confirming that the purge was completed.

You may now press **OK** and then **Close** the NOMAD Purge window.

5.7 Export (Data Exporter)

The **Data Exporter** feature is used by our advanced technicians to extract and update information in your system.

This application is used solely by our Aura Help Desk and Call-Out technicians. You will not need to use this function in normal trade.

Incorrect use of this program could render your system unstable and possibly cause major data loss.

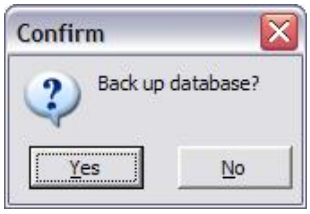
The right to reserve information on the operation of this program and it's features is held solely by Coherent Software Solutions, instructions of the operation of this program may only be provided to the customer if there is no other alternative.

5.8 Backup Database

It is important to backup your data on a regular basis. All your data is stored on the server, including your sales, purchases, employee details, the menu, and store settings in Aura. The location for the database backup is set via the **System Settings**. An automatic daily backup can also be set, which will check the age of the last known backup at startup and prompt for a new backup when applicable.

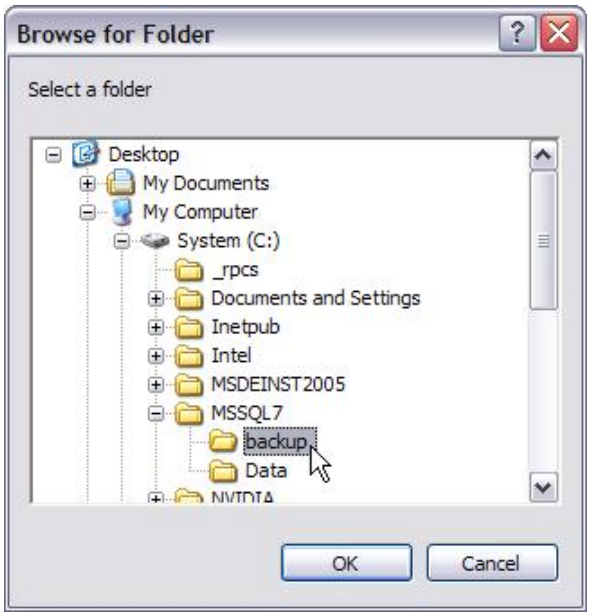
For more information see the section on **System Settings > Backup** 208.

When selecting **Activities** > **Backup** from the menus, you will be presented with a backup confirmation prompt, as seen below:



After selecting **Yes** to this prompt, you will be given the option to select a location to backup your database to. As seen here:

The recommended backup location is: **C:\MSSQL7 \Backup**. Contact our Aura Help Desk for assistance on selecting a backup location.



Aura supports using two backup locations by default, as a result this manual backup process will prompt for a location twice. If you only keep backups in one location, you can safely cancel the second backup location prompt without affecting the backup that was just done.

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5.9 Plugins

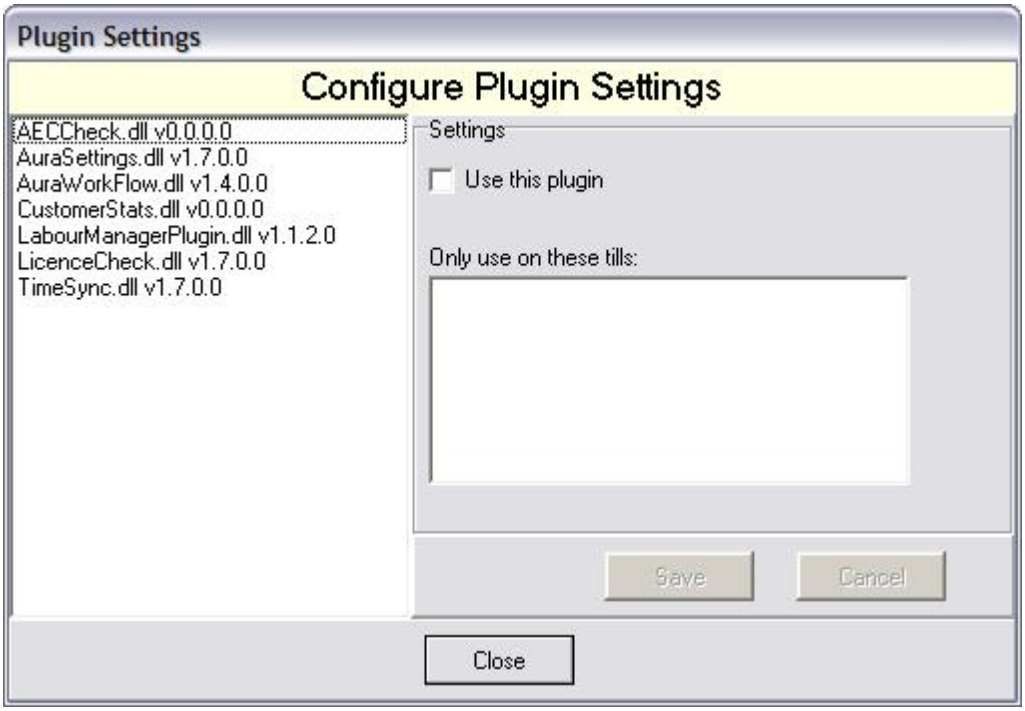
A new plugin manager has been introduced to Aura, replacing the old plugin selector previously available from *Invoicing*. This new plugin manager is also available from both *BackOffice* and *Invoicing* on any computer in your store. Various plugins are currently available for Aura, each designed to do a different task in the store's trading day.

Below is a list of a few of the plugins and how they can benefit your store:

- **AEC Check**
  This plugin is designed to check the state of your AEC2 service (Aura Enterprise Client 2), if it is not currently running, this plugin will attempt to start the service automatically.
- **TimeSync**
  When this plugin is active, each computer loading the plugin will compare it's computer date and time with the server and synchronise it if needed. This is most useful if an order is processed in the front of the store (on Invoicing) then completed by the kitchen staff (in Kitchen Items).
- **Labour Manager Plugin**
  If you make use the the Labour Manager scheduling application, this plugin will allow you to synchronise employee worked shifts and hourly store turnover to your private Labour Manager online profile. For more information on this application, please go to www.LabourManager.com.

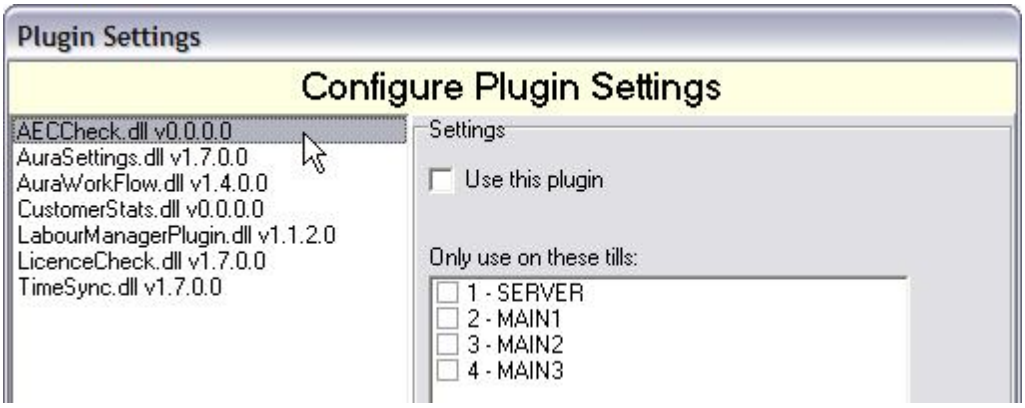
Plugin Manager Interface

To access the plugin manager, from the menus at the top go to **Activities > Plugins > Show Plugins**. After a password prompt, this will present a window similar to the following example:



A list of currently installed plugins can be seen on the left hand side of this window; take note that this list will differ from one store to the next, depending the plugins installed on the server. To the right of this list, settings relating to the currently selected plugin can be configured.

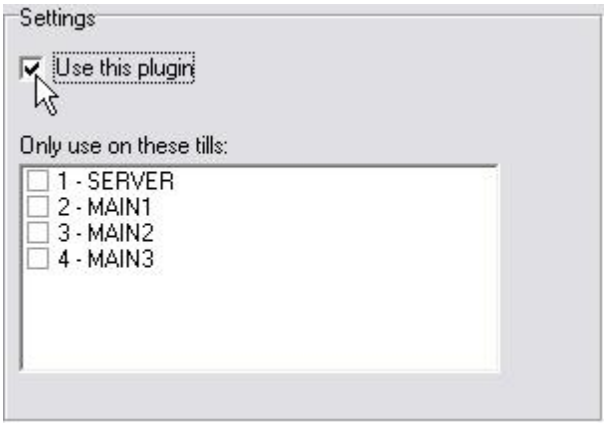
By selecting a plugin on the left, the settings to the right will become available to you, as seen in the example below:



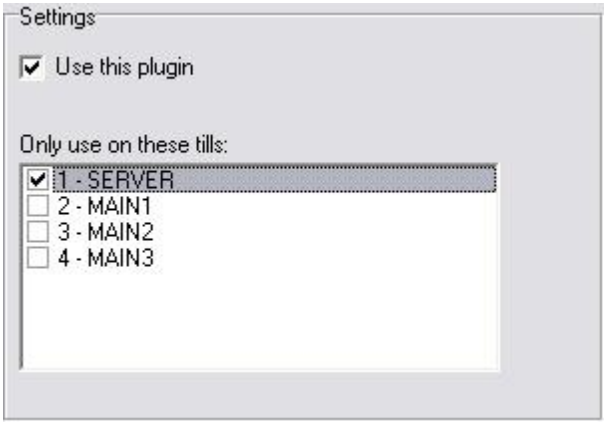
In this example, the currently selected plugin has been installed but is not currently active. On the right side, the list of available till IDs has refreshed and each till ID registered on the server is displayed. Now we will activate this plugin and set it to only run on the server.

The **AEC Check** plugin can be enabled for all tills, however it will only have any effect on the server computer as that is where AEC2 is installed.

In order to achieve this, the plugin must first be enabled and then the appropriate till ID selected. In the example below, the plugin is now activated, however in the current state this will be active on **all** till IDs, not only the server.



To restrict this active plugin to only one computer, place a tick in the box next to the relative till ID and name. In the example below, the server computer has a till ID of **1** and a computer name of **SERVER**:



Server computers should always have a till ID of **1**, however keep in mind that the computer name may vary from one store to the next.

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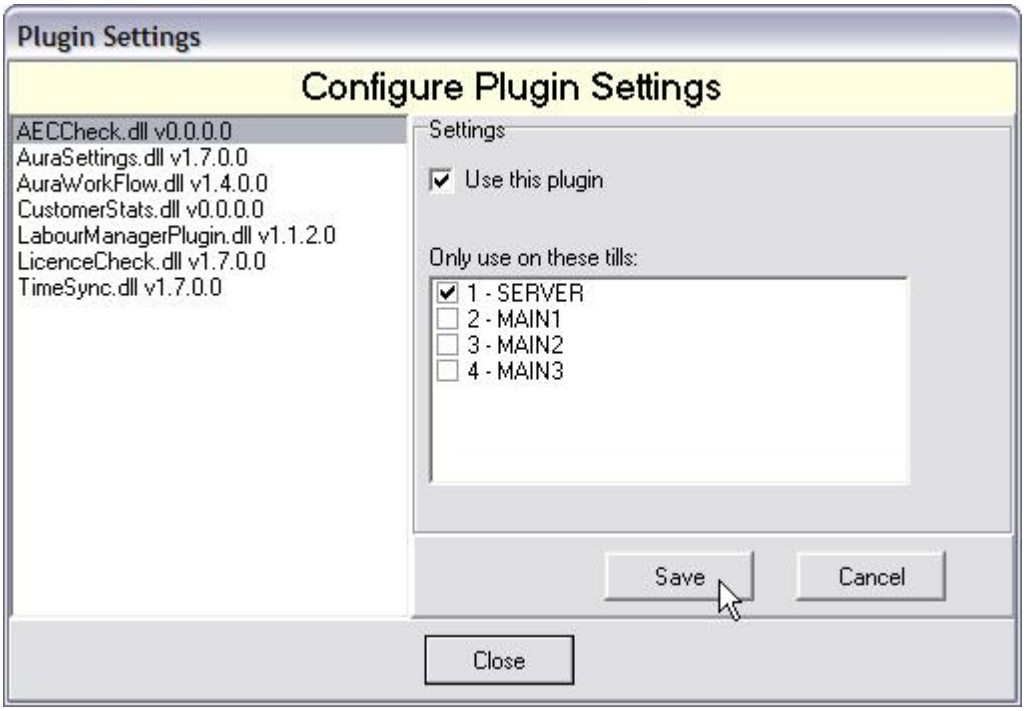
At this point, any changes made to this plugin must be saved. If you select a different plugin in the list before saving, these changes will be lost. To do so, click the 'Save' button located below the plugin settings, as seen below:



Once you are satisfied with the configuration of all plugins in the list, you may close the plugin manager.

When the manager is closed, a note is displayed stating that Aura must be closed and reopened before any changes will take effect. Any till ID that has had a new plugin activated or a current plugin deactivated must have Aura Invoicing or BackOffice restarted before the changes will make a difference.

5.10 Add-ins

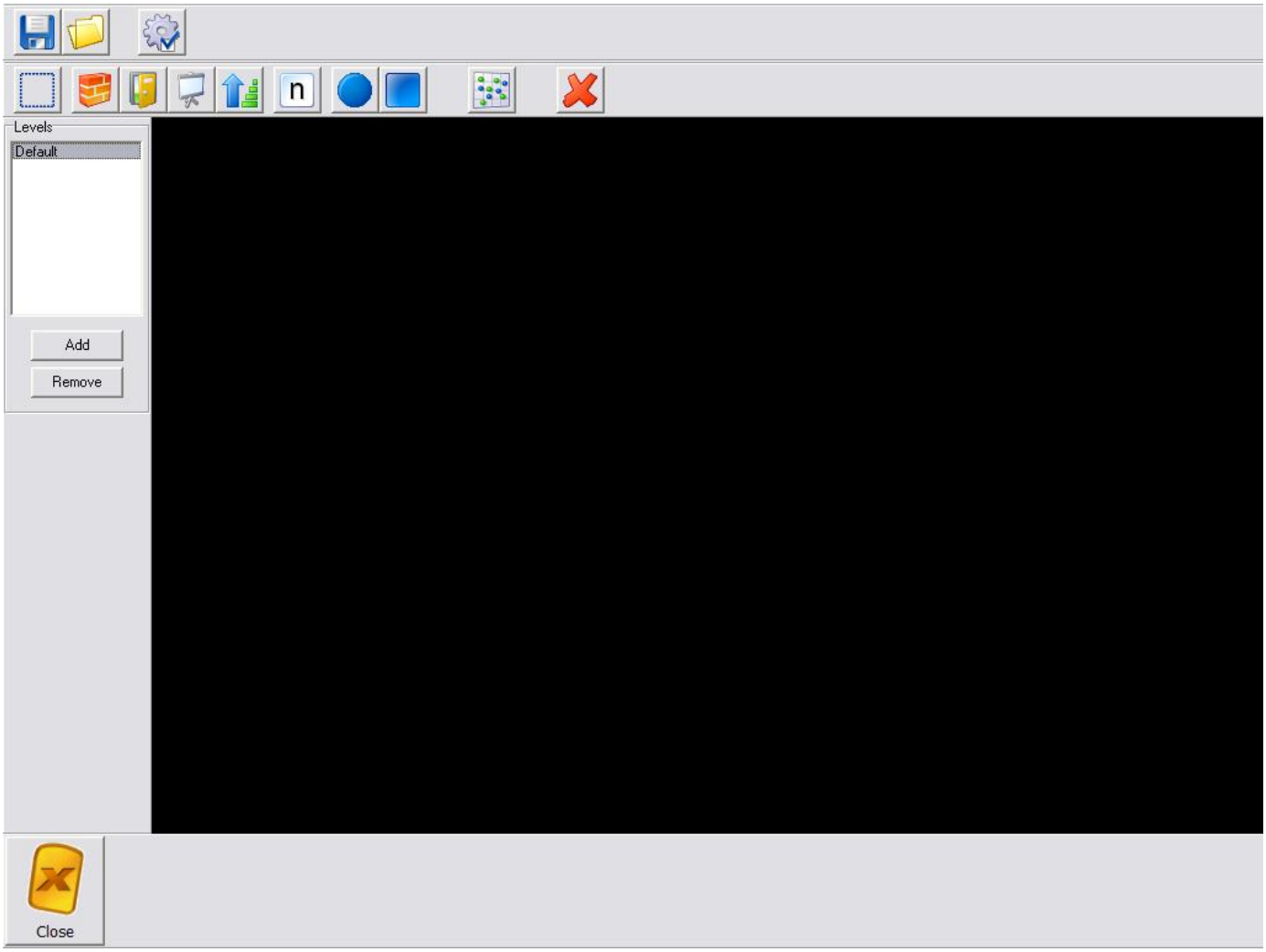
The **Add-Ins** menu contains features that were added to Aura BackOffice after it's release. To find out more information about these features, see the relative section below:

- **Design Floors** 72
- **Database Optimiser** 76
- **Database Purge** 77
- **Street Sweeper** 80
- **Report Scheduler** 82

There are more add-ins available for the Aura system that are not included in this list. For more information on these extra add-ins, you may download their individual user manuals from the Aura Product Manuals page on the Cosoft website (www.cosoft.co.za).

5.10.1 Design Floors

The **Design Floors** feature is used to set up an interactive floor plan layout of your store. This feature is aimed at stores that deal mainly with **Table Transactions** to simplify the interface for waiters to ring up and maintain their own table orders. When opening the **Design Floors** feature, you will be presented with the following screen:



Before setting up the floor plan, you will need to have a table list set up in your store. For more information, see the section on **Adding and Maintaining Tables** 177.

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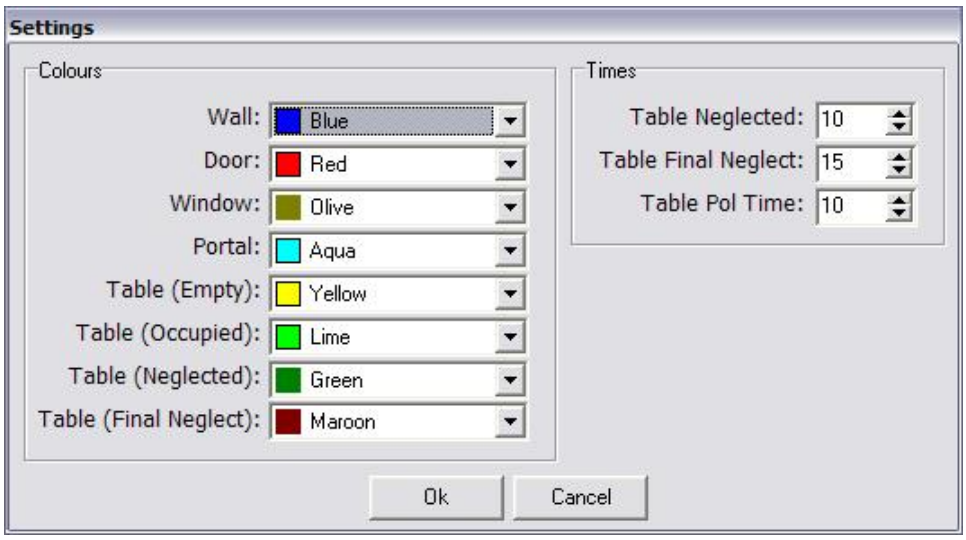
Top Toolbar

- Save - Use this button to save any changes you make to your floor plan.

- Load - Use this option to load the currently saved floor plan layout.

- Customize - Use this option to change the colour settings for your floor plan layout.

Selecting **Customize** will show the following window:



Under the **Colours** section, you can select the colour you would like the different items will show up as.

Under the **Times** section, select the number of minutes before a table order is updated to show Neglected, and then the Final Neglect warning. The Table Poll Time is the number of minutes that it takes to update the screen with information entered from other computers.

Second Toolbar

- Select - Changes the mouse pointer function to allow you to select an object on the screen.

- Wall - Click this button and then click anywhere on the layout panel to place a wall.

- Door - Click this button and then click anywhere on the layout panel to place a door.

- Window - Click this button and then click anywhere on the layout panel to place a window.

- Portal - Click this button and then click anywhere on the layout panel to place a portal to another floor level.

- Text - Click this button and then click anywhere on the layout panel to place a custom text block.

and - Table - Click this button and then click anywhere on the layout panel to place a round or a square table.

- Select Table - Use this button to change a table's assigned number.

- Delete - Click this button to delete the currently selected item.

Adding Objects

Begin by creating the outline of your store by adding the **Walls** to your floor plan. Once you have the outline, you may begin to add your **Tables** to the layout.

If there are no tables available, or no more unused tables, you will be presented with the following message:

This will present the **Table Selection** window for you to add more tables. For more information on this window, see the section on **Adding Tables** 177.

After adding either a **Round Table** or a **Square Table**, you will be prompted to assign a table number to that table, as follows:

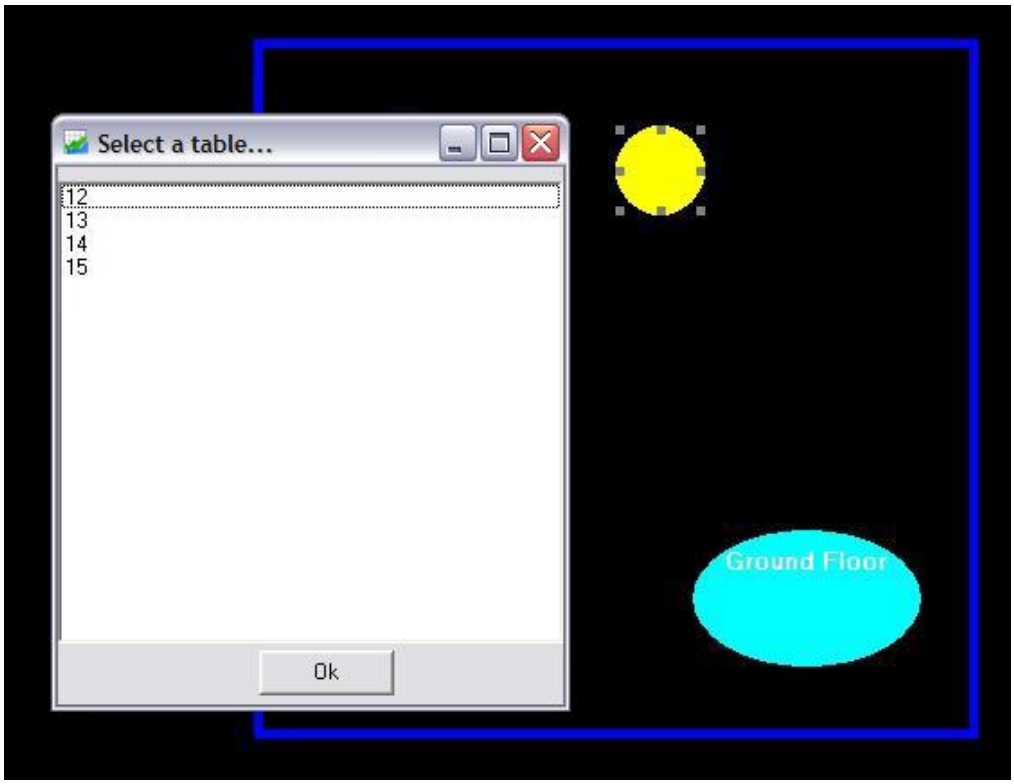
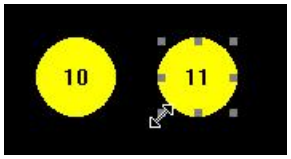


Table numbers that have already been assigned to another table will not show up in this list, in the above example, table numbers 1 through 11 have already been assigned to tables in the layout. After placing either a **Wall**, **Door**, **Window**, **Portal**, **Text Block**, or **Table** you may resize it using the corners of the selected item, as seen here:



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Adding and Removing Floor Levels

To add a new floor, click on the **Add** button from the **Levels** section on the left hand side of your layout screen, this will bring up a prompt to enter a description for the new floor:

You may add a second or third floor to the **Levels**. After which, you will be able to switch between each floor by selecting the name on the left, as seen here:

To remove a floor, select it from the list and click the **Remove** button.

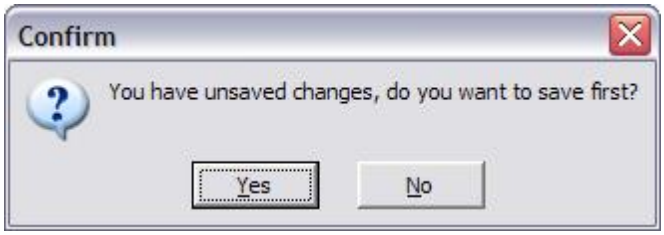
Note: You may not remove a level until all elements on it have first been removed.

Adding a Portal for New Floor Levels

Now that you have multiple floors, you will need to create a portal to be able to switch between the floors on the layout. To do this, click the **Portal** button described above. This will prompt you for a level to link to this portal, as seen here:

This will show all levels other than the level you are adding the portal to.

Once you are satisfied with the floor plan layout, be sure to click on the **(Save)** button before closing this screen. If there are any unsaved changes on the floor plan when you try and close the designer, a warning message (as seen below) will show up and you will be given a chance to save the changes.



5.10.2 Database Optimiser

The **Database Optimiser** application is part of the database maintenance software. This application is used to re-index and optimise your database for optimal database speed.

This section of the manual is simply to cover the main points to be careful of and shows a description of the optimise process.

You should only run this application at the direct request of a qualified Aura Help Desk technician.

When the optimiser is run, you will be presented with the following prompt:

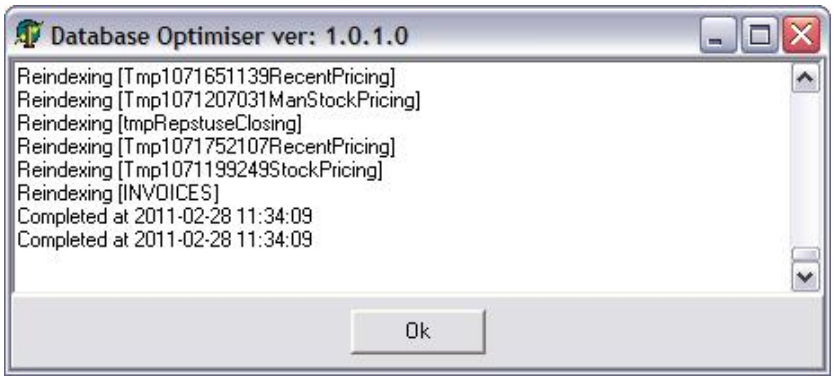
Information
This application can take a long time to run. It is recommended that all tills be shutdown before this application is run. Continue?
Yes
No

Clicking on **Yes** will bring up the following prompt:

As the **Database Optimiser** updates information in your database, for safety reasons, the application will not continue unless a backup is performed first.

Optimise Process

Please be patient while your database is being backed up. Once the backup completes, **Database Optimiser** will continue with it's process. At the end of which, you should see the following window:



If you encounter any error messages at all, please leave the error message on screen and contact our *Aura Help Desk* immediately. For more information, see our **Contact Details** 233.

After working with the **Street Sweeper**, it is highly recommended that you **Update Customer Statistics** 97.

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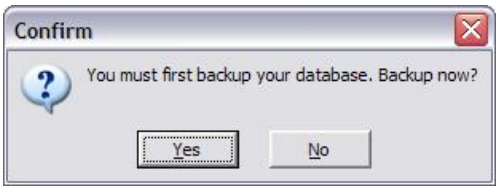
5.10.3 Database Purge

The **Database Purge** application is part of the database maintenance software. This application is used to remove old and outdated trading information from your database, keeping your database at an optimal size for best performance and system stability.

This section of the manual is simply to cover the main points to be careful of and shows a description of the optimise process.

You should only run this application at the direct request of a qualified Aura Help Desk technician.

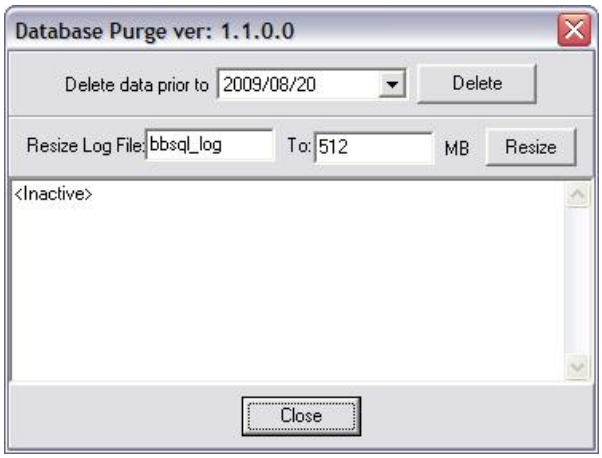
When the purge is run, you will be presented with the following screen:



As the **Database Purge** application changes information in your database directly, for safety reasons, the application will **not continue** unless a backup is performed first.

Database Purge Screen

Click on **Yes** to backup your database and proceed to the options screen. Once the backup completes, you will be presented with the following screen:



- **Delete data prior to <date selector>**
  The first option allows you to select the date from which you would like to keep sales data. Everything stored in your database prior to the selected date will be purged.

Database Purge will not allow any data newer than 18 months old to be removed from your database.

- **Resize Log File**
  The database log file contains a history of all actions performed on a database, including the action used during the 'Database Purge' functionality; by default the log file size will adjust depending on the number of actions performed. While being useful, this automatic size adjustment is extra work for the server to perform while purging data.

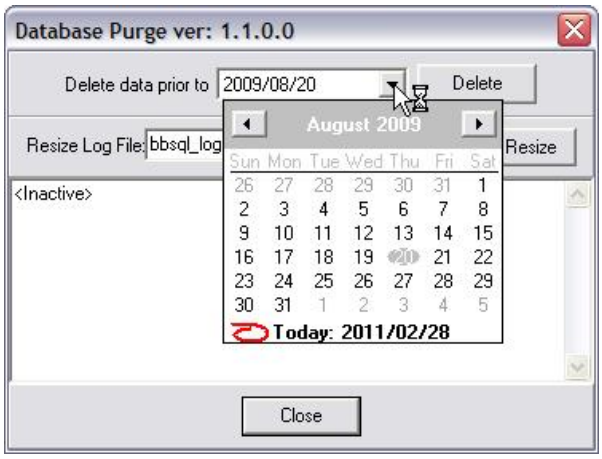
It is highly recommended to set the log file size before purging data, doing so will help with reducing the amount of work the server needs to do during the purge. After purging data, the database optimise will shrink the log file size back down to it's minimum size again. However, if you are unsure of this option, you may continue safely without setting the log file size first.

Performing a Database Purge

Before starting the purge process, it is highly recommended that you first make sure of how far back the information goes in your database. For best results and avoiding the most common errors, do not attempt to delete any more than **3 months** of data at a time.

A good way to check this is to run the **Invoice Summary Report** for a period covering the time period you suspect contains the earliest information. For more information, see the section on **Invoice Summary Report**.

To begin, first select the date from the drop down list calendar, as seen below:

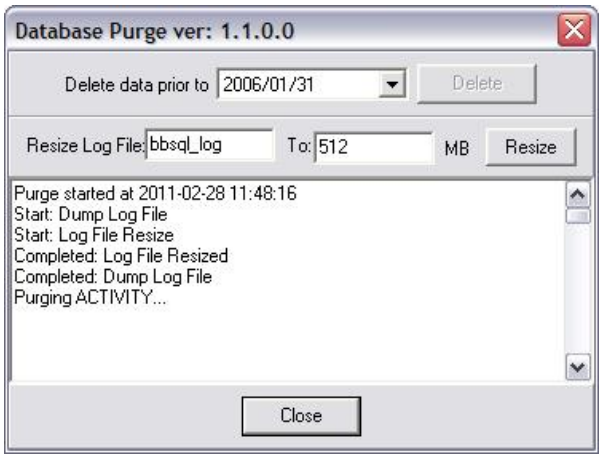

Database Purge ver: 1.1.0.0
Delete data prior to
2009/08/20
Delete
Resize Log File:
bbsql_log
Resize
<Inactive>
August 2009
Sun Mon Tue Wed Thu Fri Sat
26 27 28 29 30 31 1
2 3 4 5 6 7 8
9 10 11 12 13 14 15
16 17 18 19 20 21 22
23 24 25 26 27 28 29
30 31 1 2 3 4 5
Today: 2011/02/28
Close

Once you have selected the desired date, click on the

button to continue.

Database Purge Process

While the purge is running, you will see the following screen:



VERY IMPORTANT:

Do not press any keys, run any other applications or attempt to close this window at any stage during the purge process. Doing so will cause corruption in your database, and possibly cause you to lose important data.

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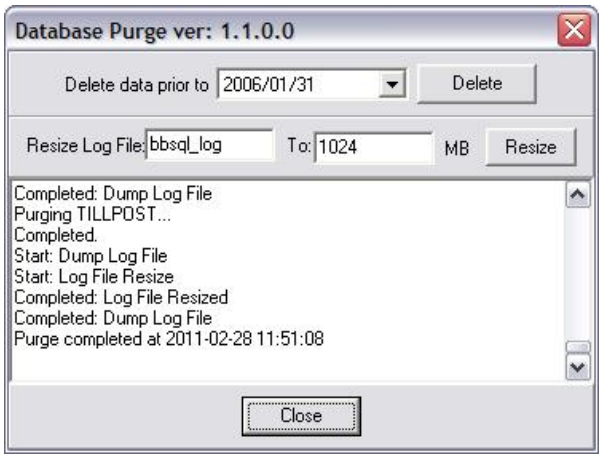
Completing Database Purge

Once the process is completed, you will be presented with the following screen:



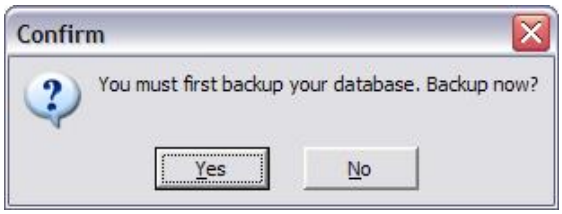
After running the **Database Purge**, you MUST run a **Database Optimise**. If you do not run the optimise after the purge, the physical database size will not be altered.

If we compare this process to using spreadsheets: **Database Purge** is equal to clearing a row of information, while **Database Optimise** is equal to saving your spreadsheet file.

5.10.4 Street Sweeper

The **Street Sweeper** application is part of the database maintenance software. This application is used to remove duplicate street entries in your customer list.

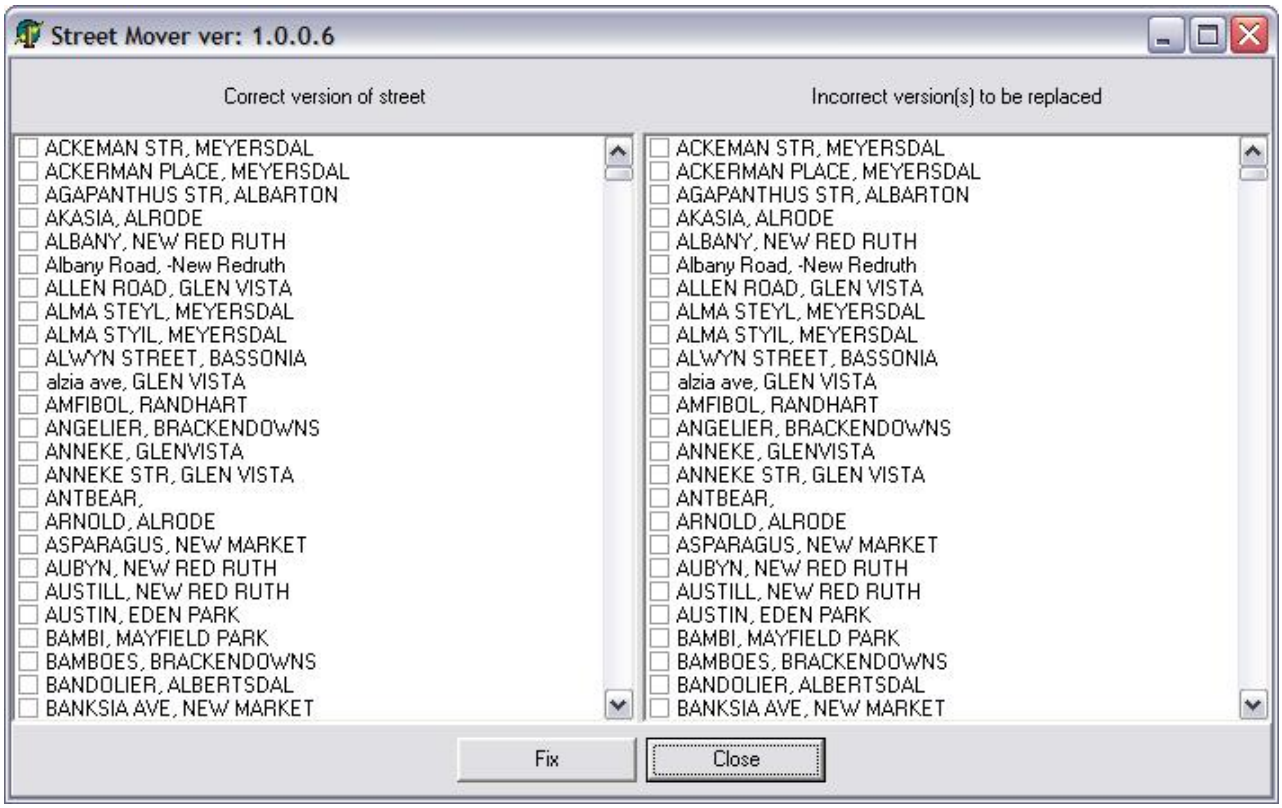
When this application is run, you will be presented with the following screen:



As the **Street Sweeper** application changes information in your database directly, for safety reasons, the application will not continue unless a backup is performed first.

Street Sweeper Home Screen

After the backup completes, you will be presented with the following screen, listing all your current street names and suburbs:



Correct Version of Street - The left hand list gives you an option to select the correct street to be kept.

Incorrect Version(s) to be Replaced - The right hand list gives you an option to select the incorrect streets to be moved.

This application should only be used if you have street names that cannot be removed from the **List of Streets**. For more information, see the section on the **Street List**[165].

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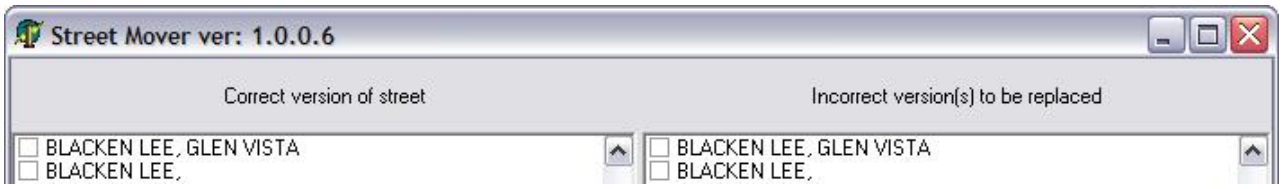
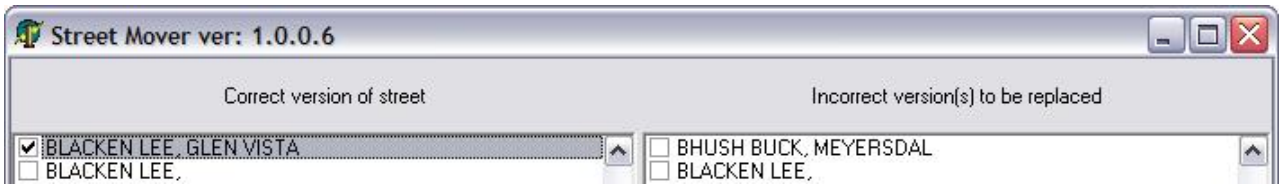
Identifying and Selecting Correct and Incorrect Streets

To begin, first look for the correct street name in the left hand list of streets. In the following example, we have **"Blacken Lee, Glen Vista"** and **"Blacken Lee,"**.



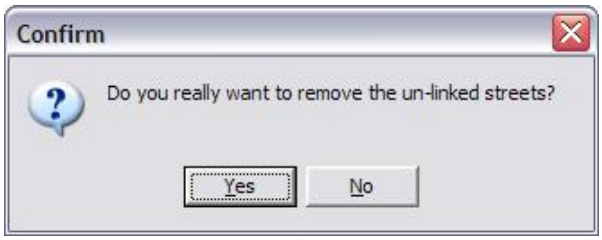
Let us assume that **"Blacken Lee, Glen Vista"** is the correct street name, whereas **"Blacken Lee,"** is the incorrect street name, but both have customers assigned to them. This means the incorrect street cannot be simply removed from the street list. In order to fix this, first select the correct street on the left hand side.



Notice how the street name that you select on the left as the correct street, automatically disappears from the list on the right.

Now select the incorrect street name from the list on the right hand side, as below:

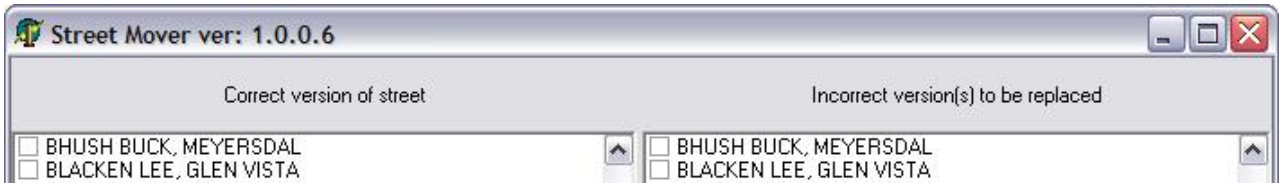
And click on the "Fix" button at the bottom. This will now bring up the following prompt:



If you are certain that you have selected the street names correctly, click on **Yes**.

Replacing Incorrect Streets

This has now re-assigned all information that was linking to **"Blacken Lee,"** and moved it to **"Blacken Lee, Glen Vista"**. To confirm this, check the list again to ensure that the incorrect street is in fact removed:



Repeat this process for each incorrect street name you may find in your customer's list. When you have successfully replaced all incorrect streets, click the "close" button to exit the **Street Sweeper**.

After working with the **Street Sweeper**, it is recommended that you update the customer statistics. For more information, see the section on **Updating Customer Statistics** 97.

5.10.5 Report Scheduler

The **Report Scheduler** enables reports to be run with preset parameters on timed schedules, whether a user is at the computer or not. All reports found in Aura BackOffice can be set to run in a report schedule; as new reports are added in the future, the Report Viewer will also have access to them.

The Report Scheduler is used to create and maintain schedules for reports that are run on a regular basis; for example the Gross Profit report the is required at the end of each trading month, or an employee Activity Log once a week to keep track of what the employees are doing.

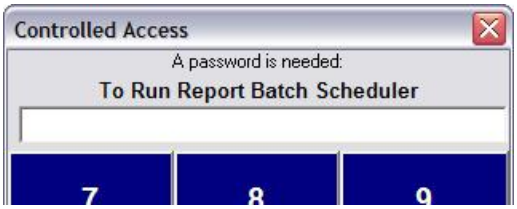
In addition to the ability to create a schedule for any report in the system, the generated report can be saved or sent in one of three ways, each of which have their own advantages. Using either 'Email', 'Adobe PDF' or 'Printer', the reports can either be printed out at a store level for the manager, saved to the desktop for later reference, or emailed off-site for store owners to keep track of activities in the store.

Before making use of the report scheduler, there are a few points you need to be made aware of. If you require assistance with checking any of these options on your server computer, please contact the Aura Help Desk and speak to one of our help desk staff members.

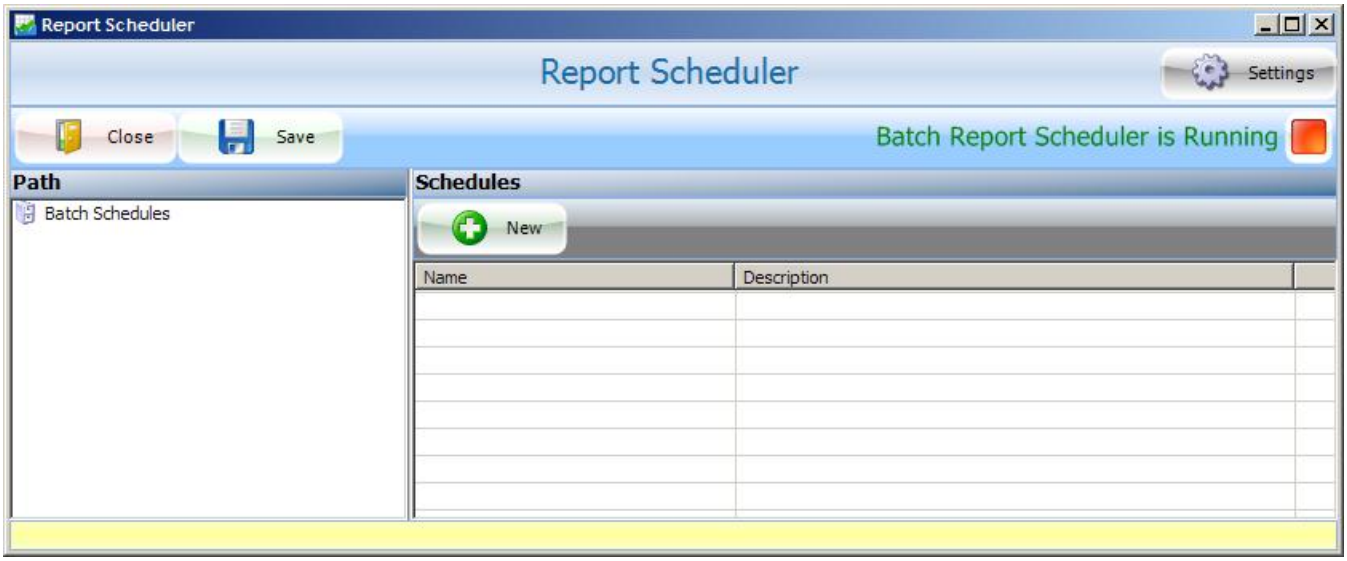
- The Crystal Reports Print Engine (CRPE) requires a printer with an A4 page size to be installed on your server computer. Page settings such as size, orientation and margins are pulled from a printer configuration.
- If no physical printer is installed, a virtual printer can be used instead. However this is not recommended and should only be used as a last case scenario.
- Because the Report Scheduler runs as a Windows service, the list of printers it has access to is stored and managed through the administrative account on your server computer. This does not include a user account with administrative privileges, this refers to the 'Administrator' account directly.

Report Scheduler Interface

When running the report scheduler, you will first be prompted with a password prompt, as seen in the example below:



Once the password is accepted, you will be presented with an application window similar to the example below:



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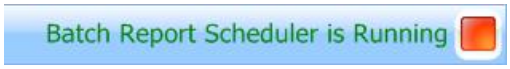
Basic layout of the application window:

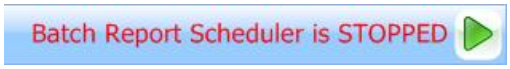
Application Toolbar - This bar contains three components:

- 'Close' button - This button will close the report scheduler.
- 'Save' button - This will save any changes made to the schedules and restart the scheduler service.
- 'Settings' button - This can be used to specify the email account from which emailed report batches will be sent.
- Service status - The scheduler application is only used to configure schedules, the schedules are then run by a background service.

In Windows, Services can have various different states. In it's default running state, the Report Scheduler will display the following status:

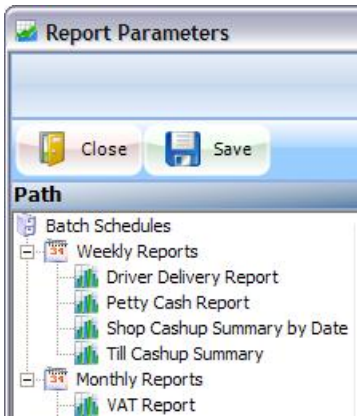


If you are having problems with the scheduler, often stopping and starting the service will sort out the problem. In a 'paused' or 'stopped' state, you will see one of the following status messages:



By clicking the green 'start' button next to the message, the scheduler will attempt to start it's background service again. If this does not work, often simply restarting your computer will also resolve the issue.

Batch Schedules Tree View - Seen below the application bar to the left, this area will show all schedules and their reports while using the application, as seen in the example below:



Schedule Parameters View - To the right of the schedules tree view, below the application bar is the parameters view. This section of the window will change depending on which option you currently have selected in the tree view to it's left. Two important areas here are the toolbar and the parameter list.

- Parameter Toolbar - The toolbar buttons shown here are dependant on the type of data shown. These buttons will be covered in their respective sections further on in this guide.
- Parameter List - Any parameters for the item currently selected in the tree view (to it's left) will be shown here.

Creating Report Schedules

As there are many variations in how a schedule can be created, the common features will be described first and information on working with individual sections explained in detail thereafter. For more information on any of these areas, see one of the following options:

- Creating a New Report Schedule 85
- Customizing Report Schedules 94
- Running Schedules Manually 96

Depending on how many reports you include in a report batch schedule, you may find the server computer less responsive while the reports are being run. However this will not affect the system while in between schedules.

For this reason, it is recommended to set the schedules to a period of time outside of your normal store trading hours. If the computer system gets shut down overnight or the store trades 24 hours a day, then you should set up the schedules to run at a time when the store is not as busy and Invoicing or BackOffice are not in constant use.

Report Scheduler Settings

The settings panel for the Report Scheduler is used to configure the email account used for emailing report schedules. It is highly recommended to use your shop's email account for this as it will be shown as the email sender when the message is opened on the receiving side.

The details entered here must be for a valid and working email account, please check with your email service provider for details of the SMTP address and port number.

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5.10.5.1 Creating a New Report Schedule

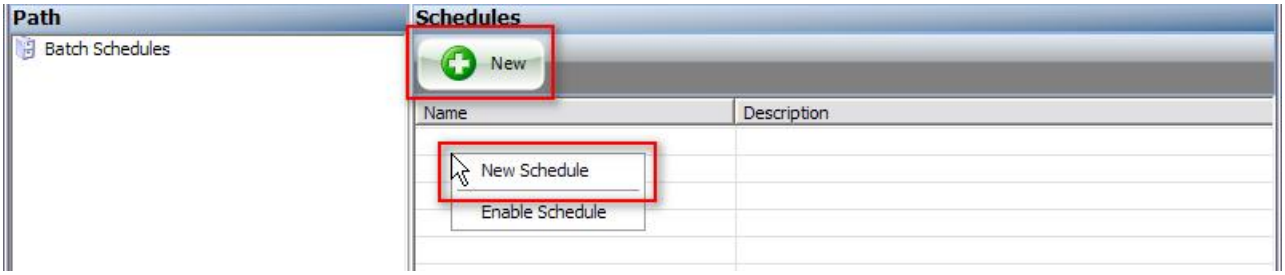
When creating a new report schedule, it is important to put together a brief plan of your report schedule before hand, this will help to prevent reports being run unnecessarily. Certain reports are not a viable option for a weekly basis, while others are overwhelming on a monthly basis. To give you an idea of basic weekly and monthly schedules, below are a few recommended reports for each of the two examples:

- **Weekly Report Schedule**
  - Sales by Hour Reports / Item Sales Reports
  - Late Delivery (where the store type is applicable)
  - Employee Time and Attendance
- **Monthly Report Schedule**
  - Gross Profit
  - Royalty Report
  - Monthly Financial Analysis

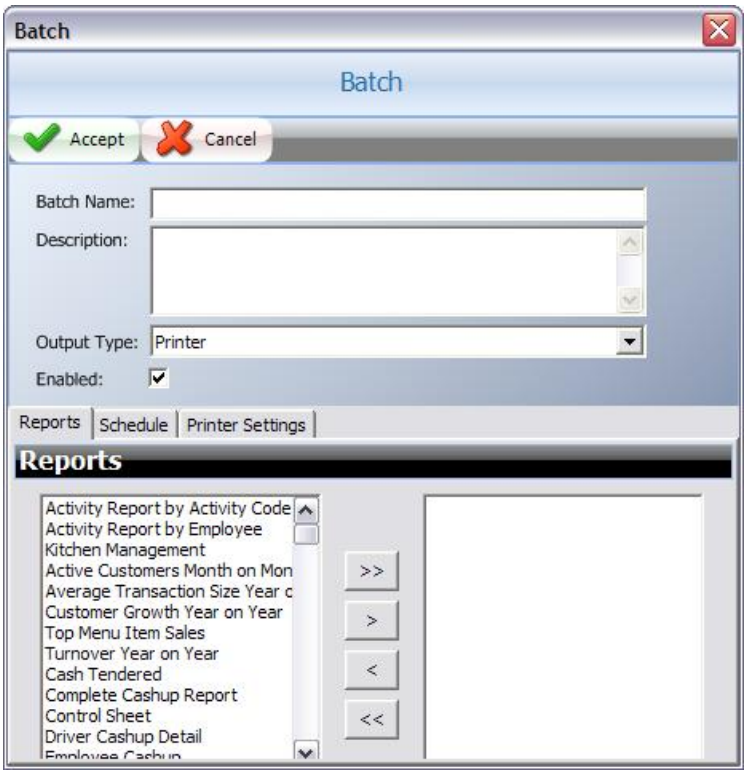
Over and above the weekly or monthly schedules described here, you may also set reports to be run for longer periods than a month; this is helpful with reports such as the 'Sales Month on Month' or 'Key Performance Indicator' where the report allows for easy comparisons between different months.

Creating Report Batch for Schedule

To create a new schedule, ensure that the 'Batch Schedules' option is selection in the left panel of the window. From this view, two options can be used to add a new schedule, you may click the "Add" button on the tool bar, or right-click on an empty space in the schedules list and select "New Schedule", as seen in the example below:



Either method will present you with the following dialog box to start configuring your report batch:



Batch Name - Enter a short but descriptive name here for your schedule; for example 'Weekly Activities', 'Monthly Sales' or 'Month End Reports'.

Description - This is an optional field, but if there are multiple users maintaining the report schedules, you would benefit from briefly describing the purpose of this schedule for the information of other users.

Output Type - A drop-down list allows you to select the desired output format for reports added to this schedule; the options for 'Email', 'PDF' and 'Printer' are described in more detail further below.

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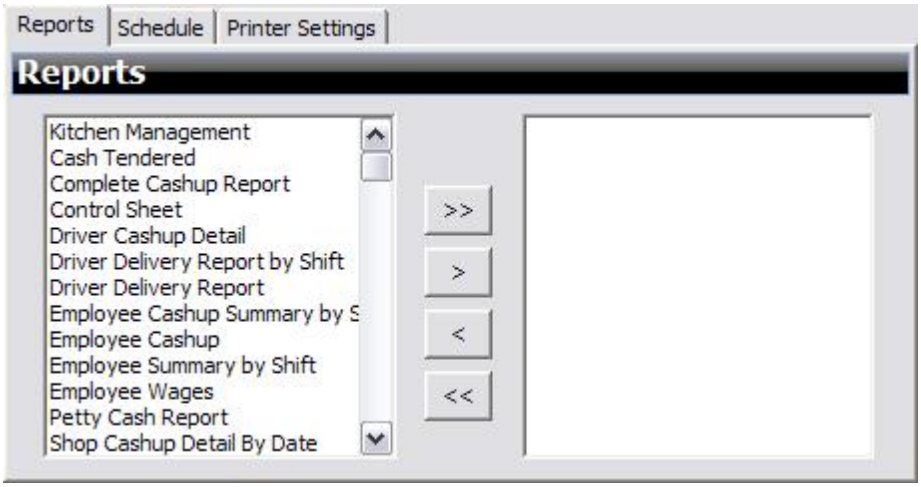
Selecting Reports to Run

Below the initial options pertaining to the report batch, the first of three tabs is used to select the reports you want to include in this batch. By default none of the reports are included in the current batch, these must be manually specified for each batch. Below is the section of the dialog box we will be working with:



The left side of this dialog contains reports that are **excluded from the batch**, while the right hand side contains reports **included in the batch.**

Four controls are used to create and edit the list of included reports, as explained below:

- **Add All** - This will move all reports from the left-hand panel to the right-hand panel

This option is not advisable for a recurring schedule, running every single report contained in the Aura system at once could quite possibly cause your computer to become unusable for a long time or even hang the system.

- **Add Selected** - This will move only the selected reports to the right-hand panel; keep in mind that you may select multiple reports with the **ctrl** and **shift** modifiers.

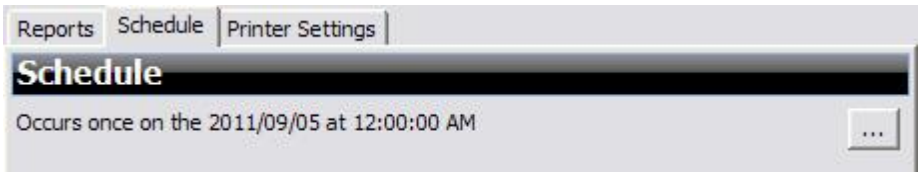
- **Remove Selected** - This will take only the selected reports out of the right-hand panel; keep in mind that you may select multiple reports with the **ctrl** and **shift** modifiers.

- **Remove All** - If you wish to remove all reports from the current list, this button will remove all reports from the right-hand panel.

Once you are satisfied with the reports included in this batch, move onto the **Schedule** tab to specify when this batch of reports should run.

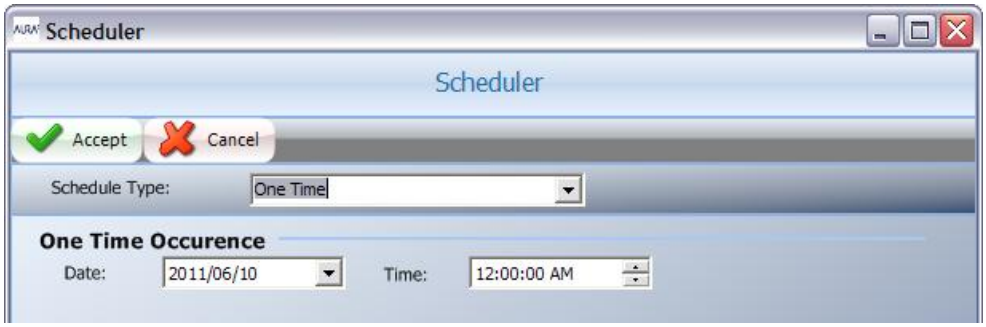
The individual reports settings must still be specified for each report added, it is imperative that you set these options after creating the batch. Another reminder will be seen at the end of this section regarding this.

Specifying the Report Schedule



... - Select this button to set up the report schedule.

As the report batch schedule dialog opens, you will be presented with the following window:



The default schedule type for a new batch schedule is 'One Time', using this option will run the previously selected report batch once only at the specified date and time. If this is the desired option, specify the date and time, and click the **Accept** button to save the schedule time.

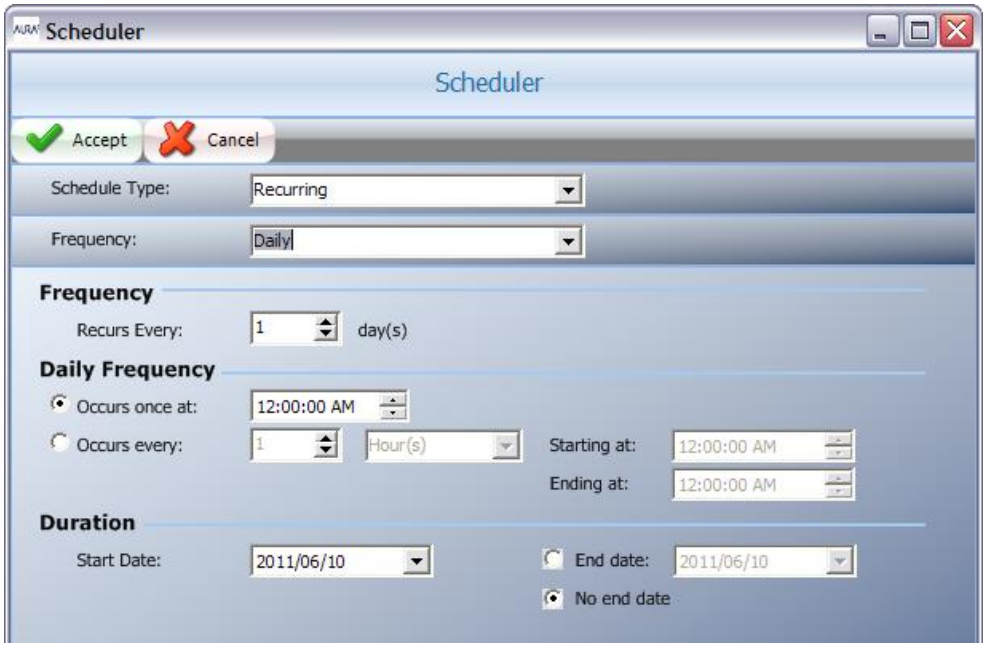
If you are setting up a daily, weekly or monthly report batch, the 'Schedule Type' must be changed to 'Recurring'; this will in turn provide various options relating to the recurring batch.

After selecting the 'Recurring' schedule type, the next step is to select how frequently this report batch must be run. Three options are available here:

- **Daily** - This option will provide settings to run the report batch every x number of days at a time of your choosing.
- **Weekly** - This option will provide settings to run the report batch on select days of every x number of weeks as you choose.
- **Monthly** - This option will provide settings to run the report batch on a specific day every x number of months as you see fit.

Daily

Seen here is an example of the default 'Daily' recurrence schedule:



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Explanation of settings:

Frequency

'Recurs every: x day(s)'
Setting this option will specify how many days there are between running the schedule; for example making the report batch run every day (set to 1), or every three days (set to 3).

Daily Frequency (select one of the two options)

'Occurs once at: hh:mm:ss'
Using this first option will run once on each day at the specified time only, after having run for one day the next run will be on the next recurring day.

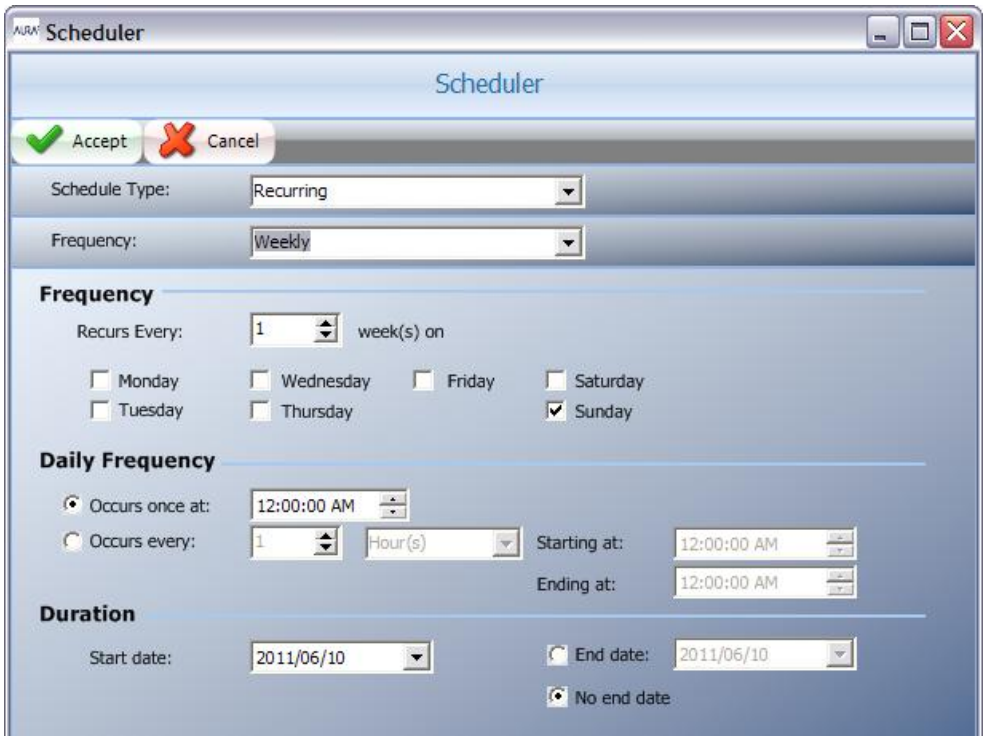
'Occurs every: x hours / minutes', 'Starting at: hh:mm:ss' and *'Ending at hh:mm:ss'*
Using this second option allows you to set the batch to run every certain number of minutes or hours for a select period of the day. For example, you could set the batch to run every hour from 9:00am to 10:00pm while the store is trading, while not running any earlier than 9:00am or later than 10:00pm.

Duration

'Start Date: yyyy/mm/dd', 'End date: yyyy/mm/dd' and *'No end date'*
If the schedule you are setting up is only needed from a certain date and not immediately, you may specify a future date here to start the report batch schedule. Along side this, you may specify an end date as well, or leave the latter option on 'No end date' to have this schedule run indefinitely. You may come back and edit this setting later if you need to do so.

Weekly

Seen here is an example of the default 'Weekly' recurrence schedule:



Explanation of settings:

Frequency

'Recurs every: x week(s) on <week day selection>'
These settings allow you to specify the number of weeks between running the report batch, along with which days of the week the schedule should run. For example, you may specify that the schedule is run every week on Mondays, Wednesdays and Fridays, or that it is run every second week on Mondays only.

Daily Frequency (select one of the two options)

'Occurs once at: hh:mm:ss'
Using this first option will run once on each day at the specified time only, after having run for one day the next run will be on the next recurring day.

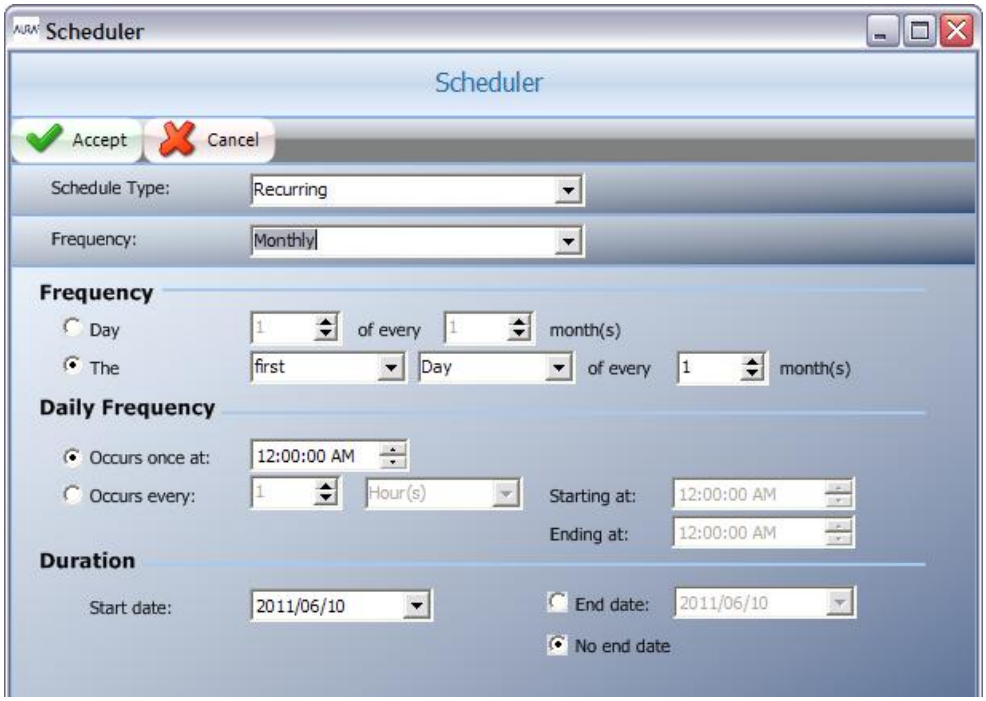
'Occurs every: x hours / minutes', 'Starting at: hh:mm:ss' and *'Ending at hh:mm:ss'*
Using this second option allows you to set the batch to run every certain number of minutes or hours for a select period of the day. For example, you could set the batch to run every hour from 9:00am to 10:00pm while the store is trading, while not running any earlier than 9:00am or later than 10:00pm.

Duration

'Start Date: yyyy/mm/dd', 'End date: yyyy/mm/dd' and *'No end date'*
If the schedule you are setting up is only needed from a certain date and not immediately, you may specify a future date here to start the report batch schedule. Along side this, you may specify an end date as well, or leave the latter option on 'No end date' to have this schedule run indefinitely. You may come back and edit this setting later if you need to do so.

Monthly

Seen here is an example of the default 'Monthly' recurrence schedule:



Explanation of settings:

Frequency

'Day x of every x month(s)' or *'The (first / second / last) Day of every x months'*
Select either the first or second option here:
- Using the first option will allow you to specify the specific date of the month, followed by how many months between the report. For example, this could be on the 3rd of every month, or the 1st of every second month.
- The second option allows more variation on the dates: the first drop down selection allows you to select the 'first', 'second', 'third', 'fourth' or 'last' of the denominator, which can be set as any specific day, or every day of the week. This is then followed by the number of months between report batches. For example, this can be set to run on the first Sunday of every month, the third Monday of every second month, or every the first day of every month.

Daily Frequency (select one of the two options)

'Occurs once at: hh:mm:ss'
Using this first option will run once on each day at the specified time only, after having run for one day the next run will be on the next recurring day.

'Occurs every: x hours / minutes', 'Starting at: hh:mm:ss' and *'Ending at hh:mm:ss'*
Using this second option allows you to set the batch to run every certain number of minutes or hours for a select period of the day. For example, you could set the batch to run every hour from 9:00am to 10:00pm while the store is trading, while not running

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any earlier than 9:00am or later than 10:00pm.

Duration

'Start Date: yyyy/mm/dd', 'End date: yyyy/mm/dd' and *'No end date'*
If the schedule you are setting up is only needed from a certain date and not immediately, you may specify a future date here to start the report batch schedule. Along side this, you may specify an end date as well, or leave the latter option on 'No end date' to have this schedule run indefinitely. You may come back and edit this setting later if you need to do so.

Report Output Destinations

The next step in the schedule setup process is to select the desired destination for your report batch; each of these three options are designed with certain scenarios in mind, but you may select whichever option is most appropriate for your store.

PDF

Seen here is an example of the Adobe PDF settings:

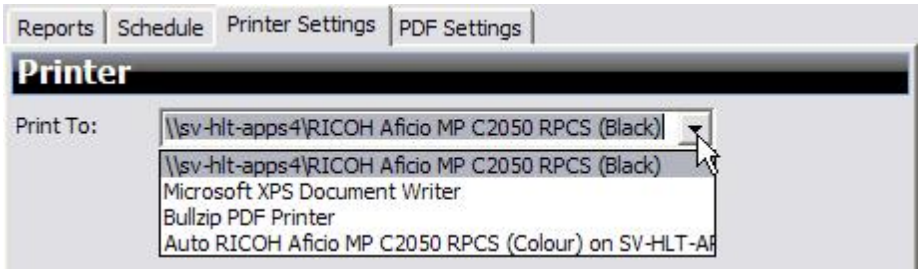
Output Path:

Click the ... button on the right hand side to navigate for the desired output folder for this report batch.

Do not select a network location for the output, you may experience undesirable results from that setup. If you need to output to a network location, first map a network drive on the local machine and then select that new drive letter here.

Printer

Seen here is an example of the printer settings:



Print To:

Select your desired printer from the drop down list; this will only show printers that have drivers currently installed on the local computer.

Email

Seen here is an example of the email settings:

To:

Enter the email address the reports in this batch must be sent to.

When entering the email address, you may set the report batch to be sent to multiple email addresses, this is done by separating multiple email addresses with a semi-colon. For example:

first_email@gmail.com; second_email@hotmail.com; third_email@yahoo.com;

Subject:

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Enter a subject line for the email containing this report batch; it is recommended to use the report schedule's name set up on the first dialog.

Body:
If you would like to have a short description in the body, you may enter it here. If you are setting up a schedule to send monthly reports to your head office, it would be highly advisable to mention the originating store for the reports in the body, and contact details in case the report attachments do not open.

The 'Email' option in this case will first export the reports to PDF, and then attach them to the email to be sent. Although these temporary PDF documents are deleted automatically once the email is sent, you may set a custom location for the files to be stored. If no custom location is set, the report scheduler will use the root of your C:\ for the temporary files.

Before using the 'Email' output option for any schedules, please ensure that your email settings are configured correctly. If the sender email account settings are not valid, the report scheduler will fail to send the report schedules email. The settings panel is covered in the **Report Scheduler > Settings** 84 section.

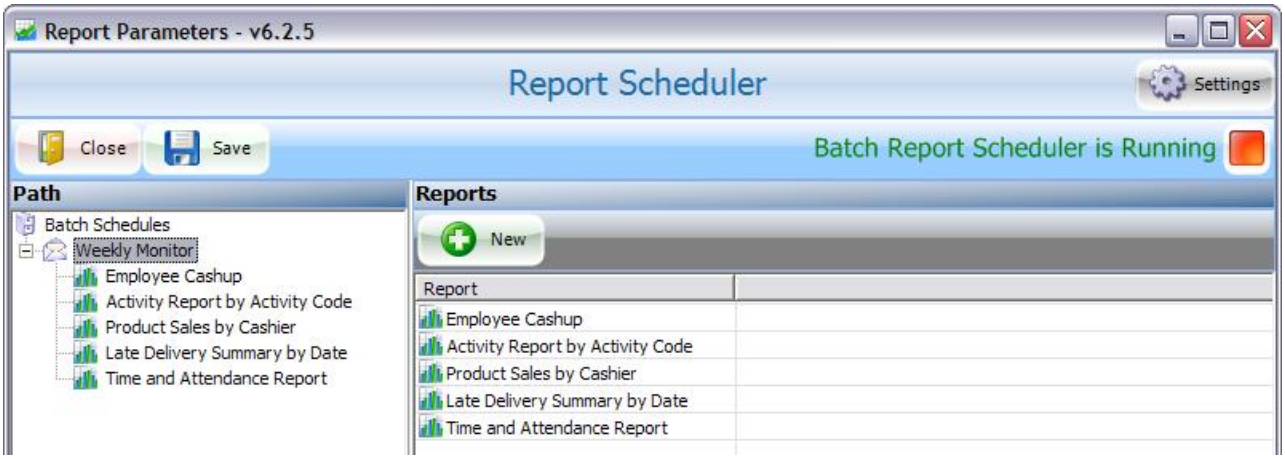
Completing the Schedule

Once the report batch has been configured with a name, the desired reports, the schedule times, and the output destination, the final step is to configure the individual report settings and save the schedule. The section to follow will cover these two processes.

It is highly recommended to do a test run of any schedule once it's been saved. If you have selected an inappropriate date range for any of the reports and would prefer to run it over a different date range, you will only see this once the schedule is run. The 'Ron Now' option runs with the saved schedule settings without waiting for the scheduled date and time to run. See the section on **Running Schedules Manually** 96 for more information.

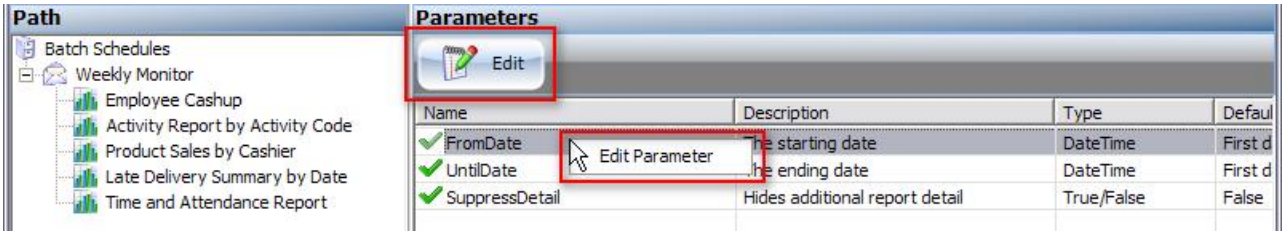
5.10.5.2 Customizing Report Schedules

Once the schedule has been set up, the individual report settings must be set. These settings have the same basic layout as each report as it is run normally. For this section, we will work with a weekly schedule containing four reports, as seen in the example below:



With the weekly schedule selected on the left, a list of reports included in the schedule is displayed in the right-hand panel. At this point, you must select the report in the left-hand panel in order to specify the report settings.

With a report selected, you will see a list of configurable parameters for the report in the right hand side. From this list, you may either right-click an option and select "Edit Parameter", or you may left click on a parameter and click the "Edit" button on the toolbar above.



Different reports will have different parameters, but all will at the very least contain a single date or date range selectors. In the example above, this report uses a date range as well as an option to suppress detail and simplify the report.

The date selectors must be configured, but if the extra settings are not customized, then the report's default settings will be used.

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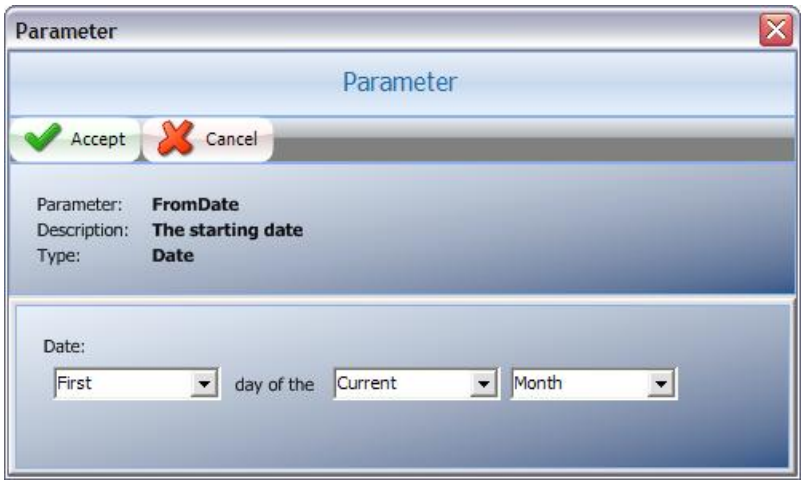
Other report parameters provide different values for your report, the most important of which is the date range selection. With reports that are run from one date to another, the start and end dates must be set individually. Below is an example of the dialog used to set the **Start Date** of a report:



The **End Date** selector allows the same options as the **Start Date**, allowing a very versatile date range selection based on the date at which the report batch is being run. The values available to you here allow the following selections:

"First / Current / Last" day of the "**Current / Previous / Next**" "**Month / Year**"

By these options, there are a range of different periods that can be set: for example, if you wish to run a monthly report such as the **Gross Profit** report, you may set the batch to run on the last day of every month along with the following options:

Start Date: First day of the Current Month

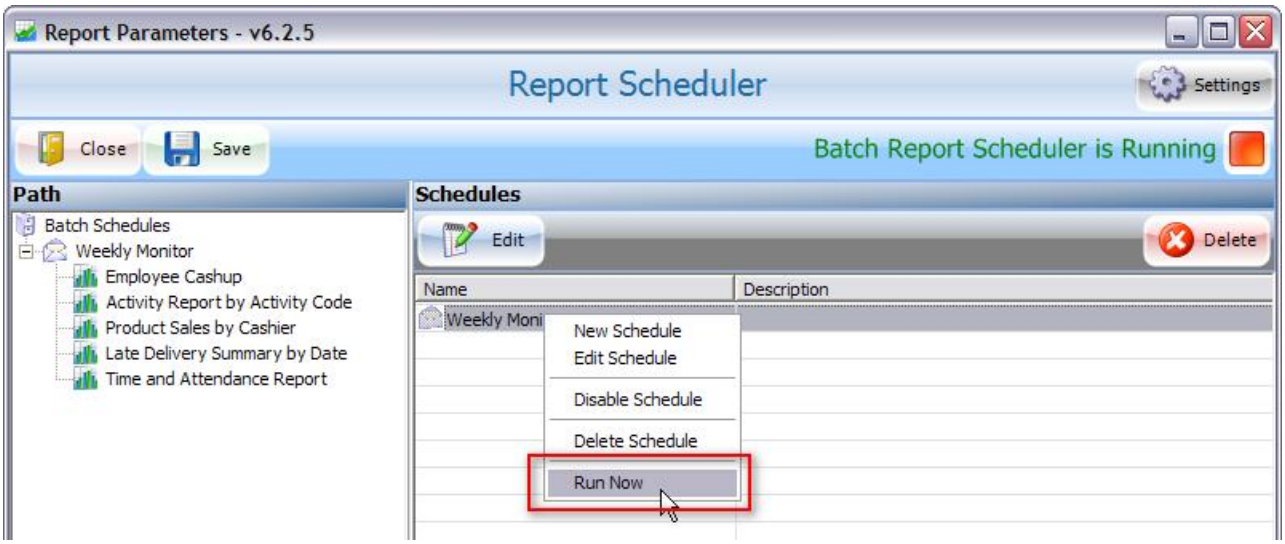
End Date: Last day of the Current Month

When a report is set to "**First / Last** day of the <any> **Week**", the weekday name will be shown as well for clarification.

5.10.5.3 Running Schedules Manually

Although enabled report schedules will run automatically based on the recurring schedule settings, it is also possible to force a schedule to run now without affecting it's recurring schedule. This feature can be useful for testing a newly created schedule to make sure it is set up correctly, or simply to re-run a schedule that has already run.

Any schedule can be run immediately by right-clicking the schedule name and selecting the 'Run Now' context menu option. By doing so, the Report Scheduler runs the selected schedule as per the schedule settings, either in relation to the current date or a date of your choice.



At this point, the scheduler will prompt for a date to run the schedule in relation to. This will be used as the base date to run the reports in the batch from, all in relation to the date selected.

When running a report schedule manually, the calculated dates for reports in the batch are calculated slightly differently.

While a report batch run on it's scheduled date will calculate report date ranges in relation to the run date, the 'Run Now' option allows you to specify a date to use as the base for the relative dates; therefore a report that was set to run from the "first day of the current month" to the "last day of the current month", the report will be run from the first to the last day of the selected month.

With the exception of the relative date, everything regarding the reports and their individual date ranges are calculated as though the schedule had simply run on it's own. If a schedule was set to be emailed, then this function will email each report in the batch as per the schedule settings.

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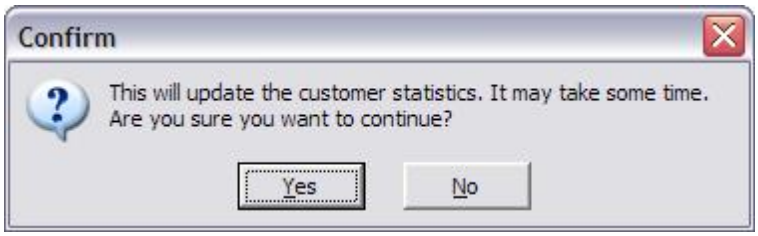
5.11 Update Customer Stats

The **Update Customer Stats** option is used to manually prompt a refresh of the links to the various areas in your customer database. Even though these links (for example; last order placed) are updated automatically when the customer is assigned to an order, it is still recommended to refresh this after any of the following steps:

- Adding a **New Customer** 112
- Editing a current **Customer's Details** 112
- Running **Database Purge** 77 and **Optimize** 76
- Running **Street Sweeper** 80

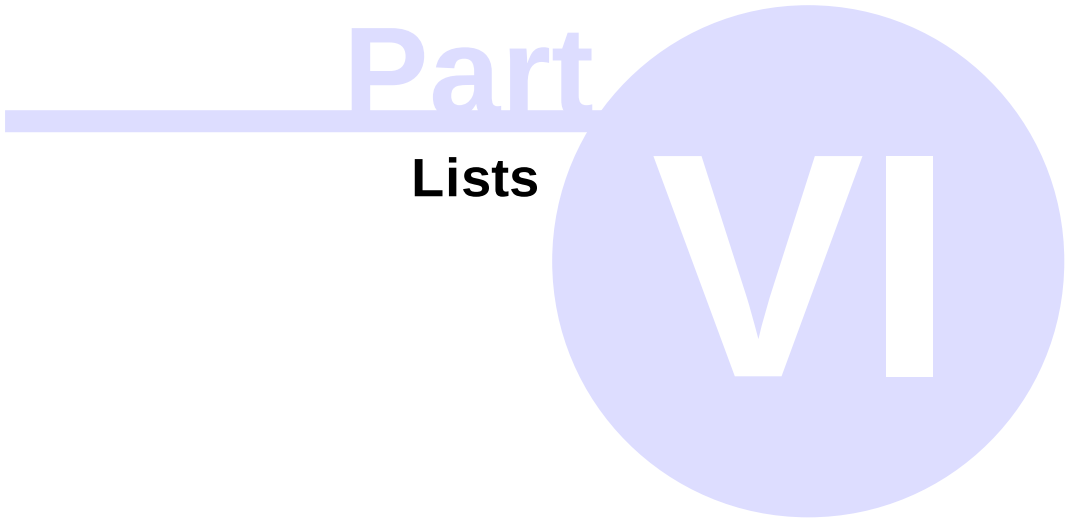
Customer Statistics Update Process

Selecting this option will display the following confirmation prompt:



While the customer's statistics are being updated, you will see the following progress bar:

Do not attempt to close BackOffice while this process is running. This involves updating information in your database directly, any interruptions could result in data corruption and/or data loss.



Lists

6 Lists

The **Lists** menu contains the functions of BackOffice relating directly to the information stored in your database. Amongst others, this includes your Full Customer List, your Supplier Listing, your Menu and Stock Items, and your Tables List.

See a topic below for more information:

- **Find Invoices** 99
- **Employees** 101
- **Suppliers** 110
- **Customers** 112
- **Survey Questions** 115
- **Menu** 116
- **Stock** 146
- **Expenses** 161
- **Delivery Areas** 164
- **Streets** 165
- **Over-ring Codes** 168
- **Discount Codes** 170
- **Tables** 177

6.1 Find Invoices

The **Find Invoices** feature gives you the option to go back and review invoices from any previous date, regardless of whether the invoice is part of a posted and locked till shift or not. From this feature, you can not only view the order that was processed, along with any discounts applied, but also re-print a duplicate copy of the invoice if needed.

Selecting Date to Browse Invoices

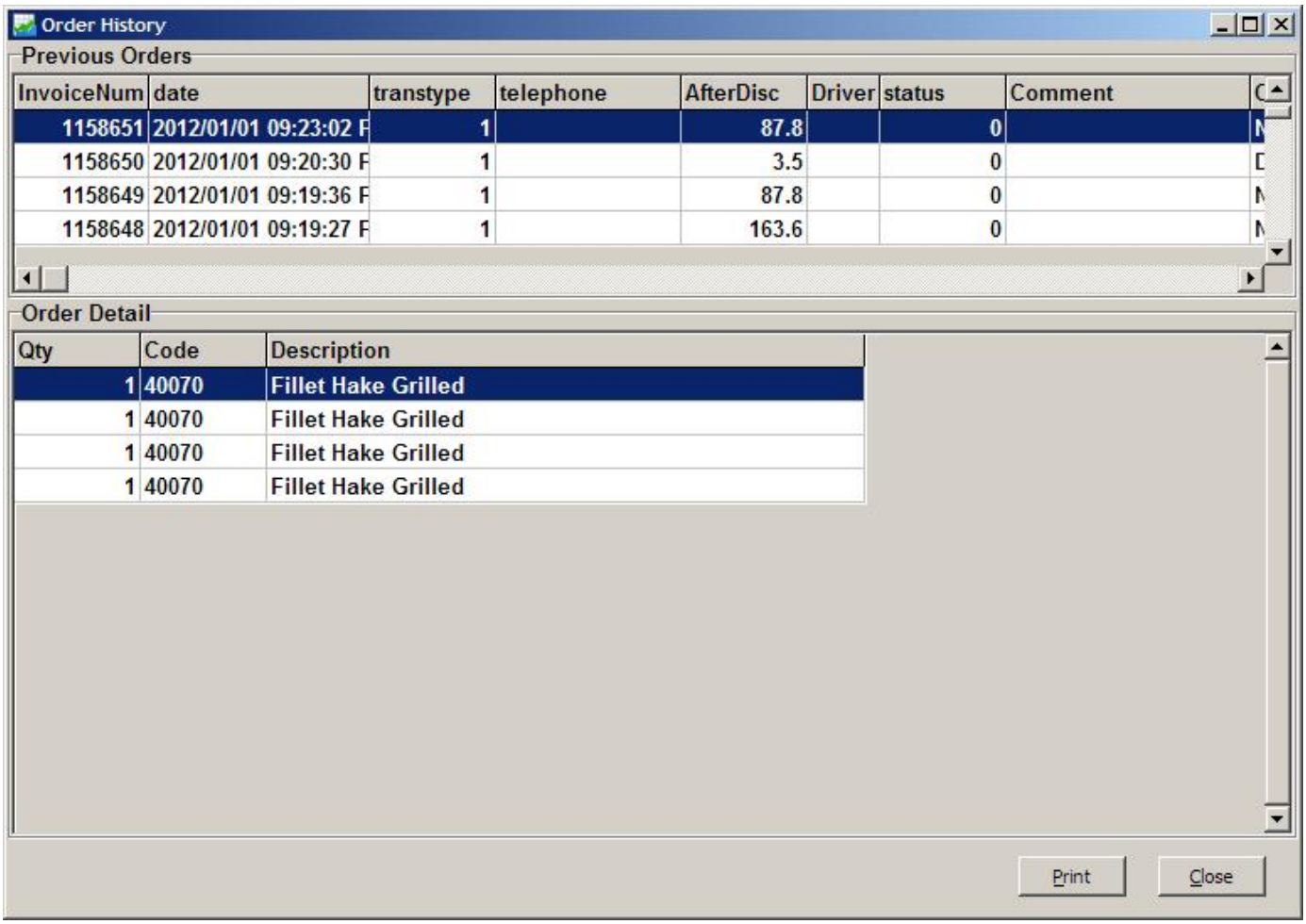
To access this information, select **Lists** > **Invoices** > **Find Invoice** from the menus along the top.

This will display the following window:

To begin, first select the date from the calendar drop down list, as seen here:

Browsing Orders on the Selected Date

After selecting the desired date, click on **OK** to show a list of all invoices on the selected date. You will be presented with a window similar to the one below:


Order History
Previous Orders
InvoiceNum date transtype telephone AfterDisc Driver status Comment
1158651 2012/01/01 09:23:02 F 1 87.8 0
1158650 2012/01/01 09:20:30 F 1 3.5 0
1158649 2012/01/01 09:19:36 F 1 87.8 0
1158648 2012/01/01 09:19:27 F 1 163.6 0
Order Detail
Qty Code Description
1 40070 Fillet Hake Grilled
1 40070 Fillet Hake Grilled
1 40070 Fillet Hake Grilled
1 40070 Fillet Hake Grilled
Print
Close

From this window, you may now browse through the orders for the selected date in the **Previous Orders** section at the top of the window. Selecting an invoice will display the contents of that invoice in the **Order Detail** section below that.

Once you have found the invoice you are looking for, you may re-print the order by pressing the 'Print' button. Once you are done with the **Order History** window, click on 'Close' button.

In order to print the invoice, you will need to have an invoice printer set up on your server computer. If your server computer does not have an invoice printer currently installed, you may also print to one of your till computer's invoice printers. For more information, see the section on the **Invoice Printer Settings** 193.

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6.2 Employees

The **Employees** menu contains the options specific to adding and maintaining your store employee's records and categories. Including specific employee wages, and staff meal discount restrictions. Each employee record must have the correct category assigned to it, this is done for security reasons.

For more details on these security measures, see the section on **Employee Access Permissions** 212.

For more information, view the relative topic below:

- **Employee Categories** 101
- **Employee Records** 103

6.2.1 Employee Categories

The **Employee Categories** list displays a list of your currently available employee categories. Employee categories are used to differentiate between different groups of employees, for multiple reasons; including employee access permission and reporting purposes.

When the employee categories list is opened, you will be presented with the following screen:

Toolbar - For more information, see the section on **Navigating Records** 24.

Category - Displays the unique category code that has been assigned to the category.

Description - Displays a description linked to the category code.

The list of categories will vary from one store to the next, but the most common will include **Franchisee** (or owner), **Cashier**, and **Manager**. You can add or remove any category as you wish.

Take note, however, that you will not be able to remove a category if there is an employee assigned to that category. For more information, see the section on **Employee Records** 103.

Create a New Employee Category

If you wish to add a new employee category, click on the + button. This will display the following window:

Enter category code - Use this field to enter a unique category code, a generally accepted value is an abbreviation of the category being added.

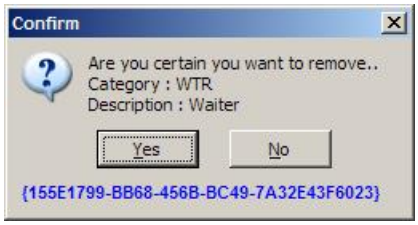
Enter category description - Use this field to enter a full description of the category being added.

Click on **OK** to save the category. Once added successfully, you should now see the new category in the list, as seen below:

In this example, Trainee Manager w as added

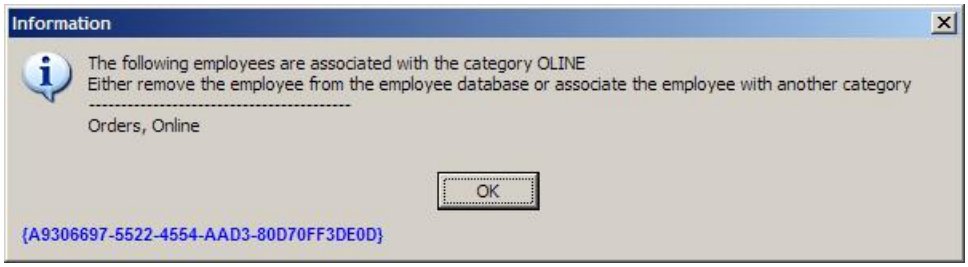
Removing an Employee Category

If you would like to remove a category, click on the category in the list, and press the − button. You should now see a prompt similar to the following:



Click on **Yes** to remove the selected category, or click **No** or **Cancel** to return to the list.

If there are any employees linked to the selected category, you will not be able to remove the category. A message showing a list of all employees in that category will be shown, as seen below:


Information
The following employees are associated with the category OLINE
Either remove the employee from the employee database or associate the employee with another category
Orders, Online
OK
{A9306697-5522-4554-AAD3-80D70FF3DE0D}

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6.2.2 Employee Records

The **Employees** list is used to maintain a list of your current employees. From this screen, you may add new employees, edit existing employees, or remove employees. Below is an example of a list of employees for the purpose of this manual:

BackOffice - [Employee Maintenance]
Activities Lists Monitoring Reports Preferences Help
Activities
Count Stock
Purchase Stock
Employees
Show: Active
Emp # Last Name First Name Category Phone 1 Phone 2 Flat Street Suburb Postal Code Hourly
001 System Added By FRCH

Toolbar - For more information, see the section on **Navigating Records** 24.

Show *(top right hand corner)* - Select to display either active or inactive employees.

Employee List - Displays a list of employees currently in the system, along with any details assigned to each employee.

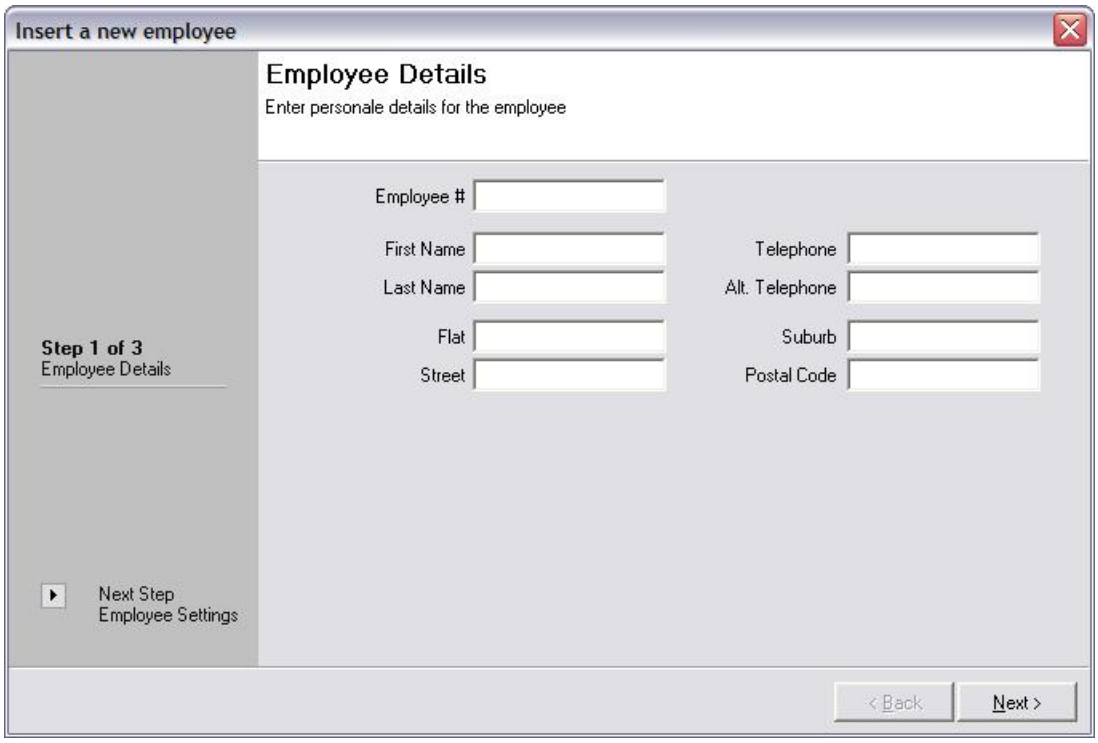
Certain employees, even though having access to BackOffice, should not have rights to edit employee records of a higher level of staff. For example, a manager should not be able to maintain or create a franchisee employee record. Allowing a manager to do so would create serious security issues in your store that will prove to be very difficult to trace. For more information on preventing this, see the section on **Restricted Employee Categories** 219.

For more information, see the relative topic below:

- **Adding New Employees** 104
- **Editing Employee Records** 108

6.2.2.1 Adding New Employees

To add a new employee, from the toolbar, click on the + button. This will start the **Insert New Employee** wizard, as seen below:



Enter the required information for the employee being added.

Required fields:

- Employee #
- First Name
- Last Name

The other detail fields on this page are recommended, but optional.

The **Employee #** must be unique to this particular employee. Aura BackOffice will not allow you to save this employee if this employee number is already in use. Although the remaining fields are optional, it is recommended for legal and security reasons to store the extra information in your Aura system.

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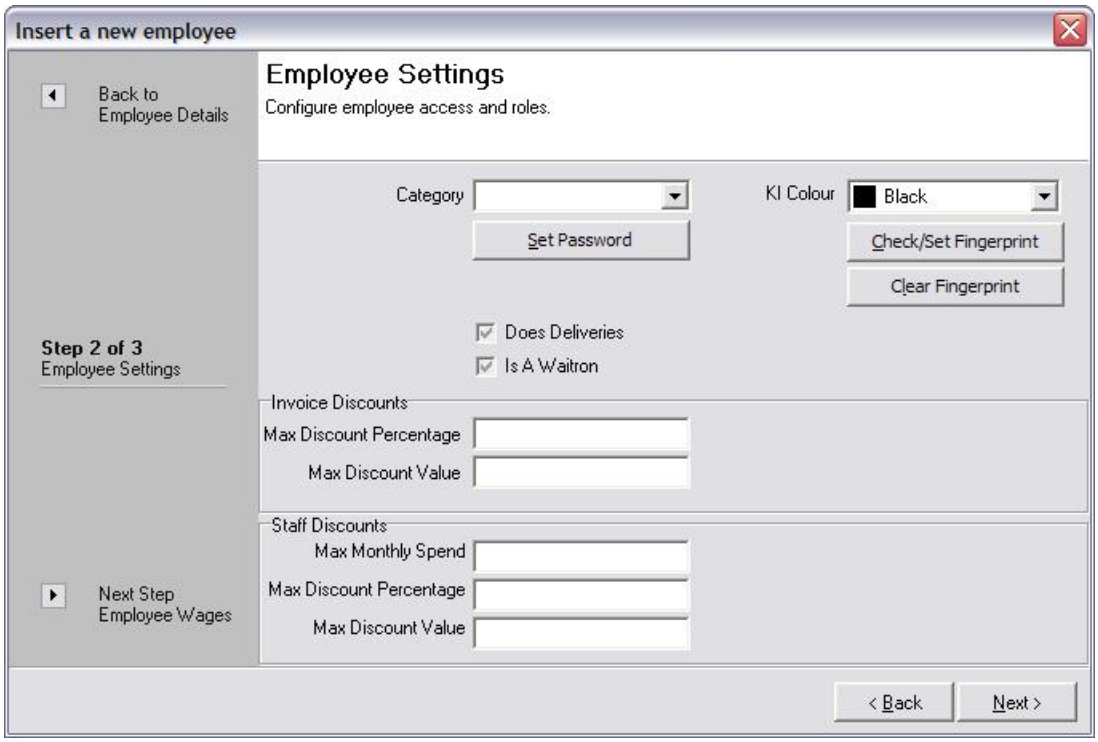
Employee Discount and Access Control Settings

Once you have enough information to identify your new employee, click on the 'Next' button. You will be presented with the following window:



Category - Click on the down arrow and select the new employee's category from the drop down list.

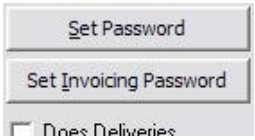
If the category you are trying to assign is not in the list, you may need to set up the category first. For more information, see the section on **Maintaining Employee Categories** 101.

If the category you need is in the employee category list, but is not available when adding a new employee, you may not have the required permissions to select the desired category. For more information, see the section on **Restricted Employee Categories** 219.

Set Password - Click on this button to set a password for the employee.

You will need the employee to enter his desired password twice in the following screen then click on **OK**:

If the setting to enable a separate Invoicing password has been enabled, you will see the following button below the **Set Password** option:



This secondary password is an Invoicing only access code, the code set here will not allow access to Aura BackOffice. For added security, it is highly advisable that all managers and franchise owners set a secondary password for their Invoicing access.

For more information on setting, look for 'Enable Separate Invoicing Password' found under **Program Settings > General** 202.

Does Deliveries - If the new employee is a driver, tick this option. If not, leave this option clear.

Is a Waitron - If the new employee is a waiter, tick this option. If not, leave this option clear.

KI Colour - This option affects the Aura Kitchen Items application: any items assigned to a specific employee will show up with their colour to identify who is responsible for that order.

Check/Set Fingerprint - Use this option to scan in a new fingerprint, or check the currently scanned fingerprint.

Clear Fingerprint - Use this option to clear any fingerprint currently scanned for this employee.

In order to use the above two functions, you will need to have a compatible fingerprint scanner installed. Contact our Aura Help Desk for more information on fingerprint scanners.

In order to save the fingerprints correctly, you will need to save the employee without a fingerprint, and edit the employee afterwards to scan a fingerprint. For more information, see the section on **Editing Employee Records** 108.

Max Discount Percentage - Enter the highest percentage discount that this employee can assign to any invoice.

Max Discount Value - Enter the highest rand value discount that this employee cam assign to any invoice.

Staff Discounts

Max Monthly Spend - Enter the maximum amount this employee can receive in staff meals.

Max Discount Percentage - Enter the highest percentage discount this employee can assign as a staff meal discount.

Max Discount Value - Enter the highest rand value discount this employee can assign to a staff meal discount.

If you leave the *Invoice* and *Staff Discount* fields blank, there will be no restrictions on the amount of discounts this employee can apply to an order.

If the employee will not have any access to ring up any orders (for instance, a driver), you can safely leave these fields blank.

Once you have selected the category and entered a password, you will have the option to save the employee. Click on the 'Finish' button from the bottom bar to save the employee. As seen below:

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Setting Up Automatic Employee Wages (Optional)

Alternatively, If you wish to set up employee's wages, click on the 'Next' button to continue. You will now be presented with the following screen:

Hourly Rate - Enter a rand value as an hourly pay rate. This figure will reflect at the end of the day in the employee cashup screen.

Setting an hourly wage means the employee will be paid according to their time period clocked into the Aura system. Please ensure that the employee knows to clock in as soon as their shift starts and clock out as soon as it ends.

The clock in and out procedures are done from Invoicing and are described in the Invoicing user manual.

Commission Percentage - Enter a commission percentage for any orders rung up by this employee. Only applies to cashiers or waiters with access to ring up table orders.

Shifts-To-Date - If the employee has worked here previously, and is returning to his previous position, you may enter his/her shifts previously worked.

Rate per Delivery - Enter a fixed rate to add to the driver's wages for each delivery assigned to him/her. Only applies to drivers.

Km Rate - Enter a fixed rate to add to the driver's wages for each kilometer traveled during their shift. Only applies to drivers.

Confirming Settings and Saving Employee

If you wish to go back and change a field, or just review the options entered, click on the 'Back' button to move back a step.

Once all the required information has been entered for your new employee, click on the 'Finish' button to save the changes.

This will save the employee and return you to the employee records. If the employee has been added successfully, you should now see the new employee in the list, as seen below:

Emp #	Last Name	First Name	Category	Phone 1	Phone 2	Flat	Street
001	System	Franchisee	FRCH				
002	System	Manager	MGR				
003	System	Cashier	CAS				
004	System	Driver	DRV				
005	System	Waitron	WTR				
006	System	Trainee Manager	TRM				

In this example, Trainee Manager has just been added

For more information, see the section on **Employee Records** 103.

6.2.2.2 Editing Employee Records

To edit a current employee, from the toolbar, click on the button. This will open the **Edit an Employee** wizard, as with adding a new employee. From this screen, you may now update the information relating to the selected employee.

Do not change the **Employee #** value for an existing employee, this unique number is used to link the selected employee to trading information, clock-in and out records, and activity records in your Aura system. Changing this number may cause issues for the selected employee.

Editing Employee Discount and Access Control Settings

Once you are satisfied with the information entered on the **Employee Details** page, click on 'Next' button to proceed to the second step, as with adding a new employee. From this screen, you may now update the employee's individual settings: such as their category, discount settings, or fingerprint.

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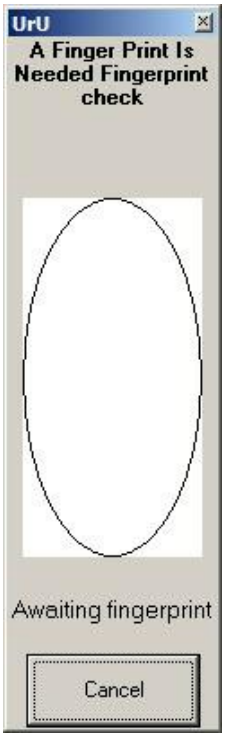
Scanning Fingerprints



The 'Check/Set Fingerprint' button is used for maintaining employee fingerprints. Before using fingerprints, there are a couple of important points that you should keep in mind:

- Ensure that both the fingerprint scanner's glass and the employee's finger are both clean **before** scanning the fingerprint. Any dirt or grease on either one will have an adverse effect on the fingerprint scanning process.
- In order to save a fingerprint, the employee record must first be saved. Each employee will require a password; whether or not fingerprints are used.
- In order for the fingerprint system to work effectively, you will require a fingerprint scanner to be installed and activated on each of your POS computers.

When using this feature, you will see one of the messages as described below, see the relative message for more information on what is happening.

If the fingerprint being scanned matched another user's profile, you will see the following message:

At this point, ensure that the employee in question does not already have another account in Aura.

The selected employee must now press their finger on the fingerprint scanner to continue. You will see one of the following prompts:

If there is no saved fingerprint for the employee in question, you will be presented with the following message. Click on OK and scan the fingerprint 3 more times.

If the user's fingerprint has already been saved correctly, you will see the following message:

Remember to press the 'Finish' button to save the changes and close the window.

6.3 Suppliers

All **Goods Received Vouchers** (GRVs) captured into the Aura system must be associated with a supplier record. By creating this vital link, Aura can better manage and track the stock flow from supplier to store, as well as ensuring the correct functioning of the **Return Stock** feature. Certain stock purchase and control reports also use this information to categorize and group information for easier viewing.
For more information, see the section on **Return Stock** 46.

The suppliers list can be accessed by going to the menu **Lists** > **Suppliers**.

BackOffice - [Suppliers Maintenance]
Activities Lists Monitoring Reports Preferences Help
Activities
Suppliers
Email
Count Stock
Purchase Stock
Company Contact Telephone1 Telephone2 Address1 Address2 City PostalCode Email
ABI Lara 011 879 9600 083 306 0028
ADT CONSULTANT 082 758 8994
AFROX GAS Laurin / Rowan 011 8213000 083 702 8653 1926519 SIZA/5124566 050505 REF 4084086 368301
Ashou SR Fresh
BALTIMORE 012 666 8999 138 REITSPRUIT STREE SUNDERLAND RIDGE,
BEVRAE Luisa 011 397 5480
BLUE HILLS MUSHROOI Adi 082 415 9914 MIDRAND 1685

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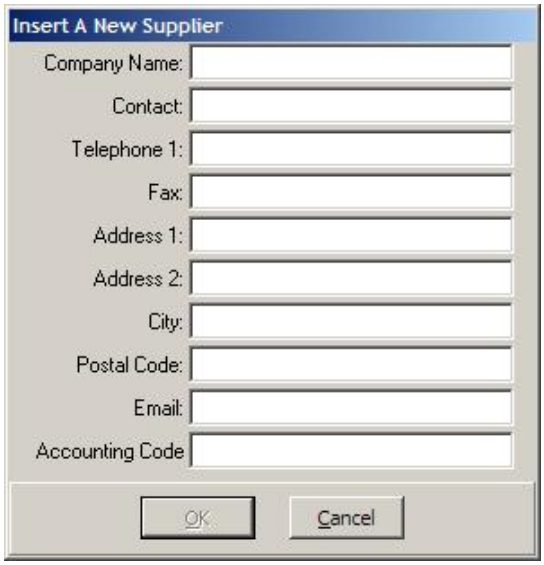
Creating New Supplier Record

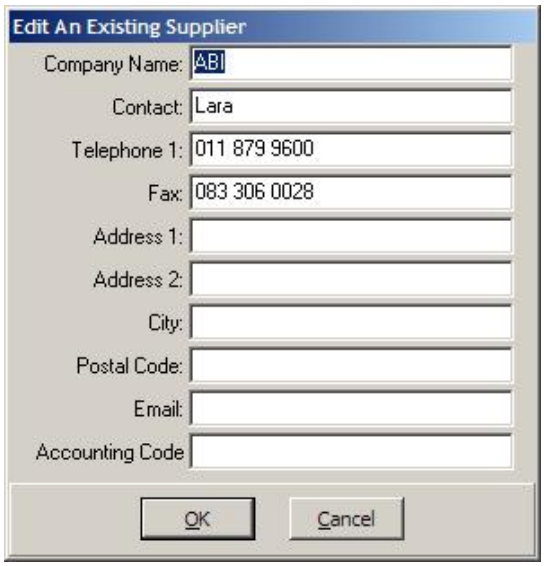
Adding new suppliers is as simple as clicking on the button from the toolbar. This will bring up the **Insert a New Supplier** screen, as seen here:



Enter in the required details for the supplier, and press the 'OK' button. Note that OK will only be available after information has been entered into the 'Company Name' field.

Do not use any special characters in any of the suppliers details; characters such as **' " : ; / ? > < { }** may cause problems with areas that use supplier details.

To edit any supplier, you can either double-click on the supplier's name, or you can click once on the supplier, and press the button. This will allow you to edit the supplier's details.



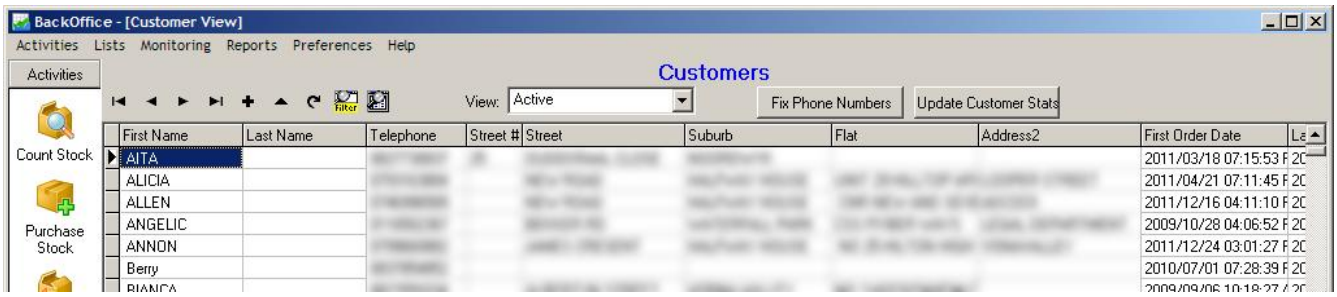
Once you have a supplier successfully added, you may now create a purchase order from this supplier.

6.4 Customers

The customer's list is essential for delivery and collect orders, but a customer can also be assigned to table and counter orders. Assigning customers to orders plays a vital role in the customer related marketing features of Aura; without customer details, If a customer complains or comments on that order, it becomes very difficult to link this back to the exact order. A customer may also come in and ask what drinks they had with the last order; without assigning a customer, the order history feature will not function correctly either.

If your store does not process any collect or delivery orders, you may not need to access the customer list and this feature will quite likely be disabled on your system. Please contact Aura for more information on enabling the customers feature in Aura.

To access the customer list, go to *Lists > Customers*.



Personal details have been obscured

Along the top you will see the standard toolbar, followed by a filter to show 'active' or 'inactive' customers. Next to these options are two buttons designed for customer maintenance.

Fix Phone Numbers - Pressing this button will attempt to fix customer phone numbers by adding your default dialing code to incomplete numbers.

Using this feature will display a prompt similar to the following:

Confirm
This will add your default dailing code (033) to all of
your customer's telephone numbers that are 7 characters or less
OK
Cancel
{ED406043-1E59-443E-AA4E-4D44704EDF3A}

There are a few important points to keep in mind:

- This will only affect numbers stored in the 'Phone' field, as described further below.
- It will not alter phone numbers that are more than 7 digits, as they are considered to already have a dialing code.
- Any phone numbers with 7 digits or less will have the preset 'Default Dialing Code' added to start of the number.

For more information on setting the 'Default Dialing Code', see the section on **Store Settings** 199.

Update Customer Stats - This will invoke the same process as the **Activities > Update Customer Stats** 97 menu option.

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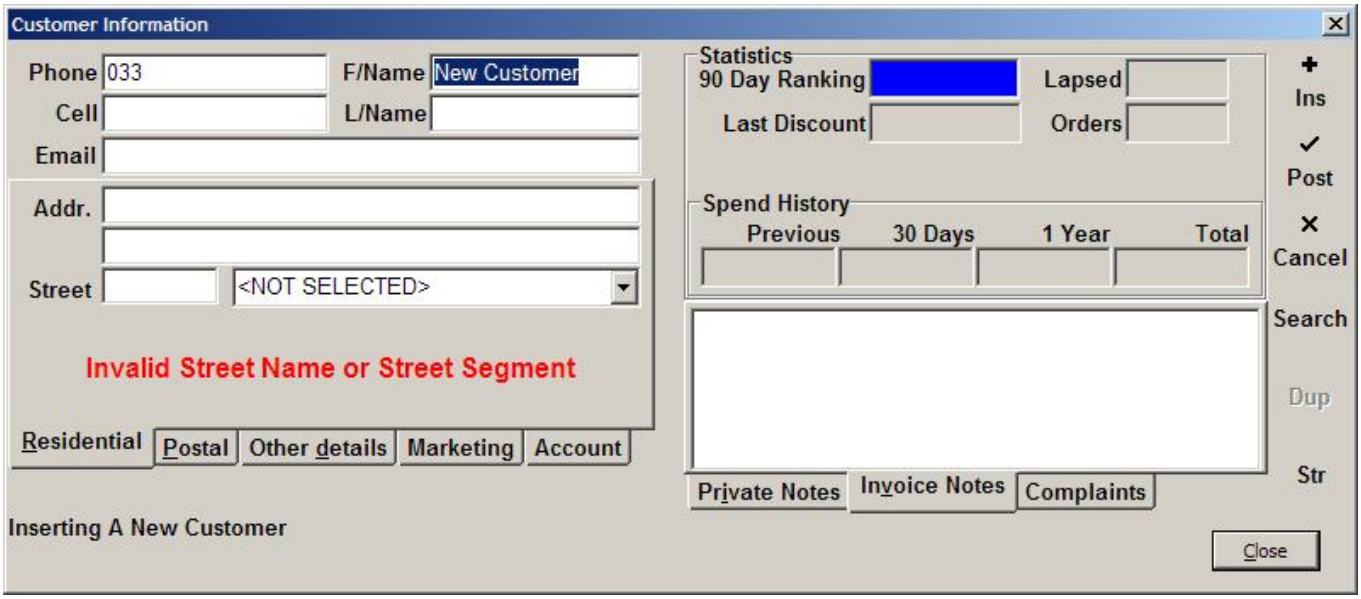
Adding New Customer Records

To add a new customer, press the + button. This will display the Customer Information screen.



Phone - Enter customer's landline contact number. If a default dialing code has been set in your system settings, this dialing code will appear here automatically.

Cell - A cell phone contact number. Do not leave any spaces in the cell number, this field is used for marketing purposes.

Email - Email address for contact. Do not leave any spaces in the email address, this field is used for marketing purposes.

F/Name - First name of customer.

L/Name - Last name of customer.

Addr. - Street address of customer. This will print on the customer's slip.

Street - Enter a street number in the first field, and select the street from the drop down list in the second field. This field links the customer to a street inside the system.

If you do not have the required street in the list, please see the section on the **Street List** 165.

Enter in the required fields to save the customer information. If this has been entered correctly for delivery orders, the customer information screen should display similar to the following:

If your store will not be delivering to this customer, or they only wish to do collect orders, you may leave the 'Addr' and 'Street' fields blank. Doing so will prevent Aura Invoicing from allowing deliveries to be assigned to this customer, but will still allow collect orders.

After setting up the customer, click on the 'Post' button on the right hand side to save the changes. If the 'Post' button is greyed out, then the changes have already been saved.

Setting Customer as 'Inactive'

At times, a currently active customer may wish to be removed from your Aura system for some reason. If they have orders placed with the store any time in the past, their details may not be removed completely as there are previous orders linked to their customer details record, but their customer record may be set to 'Inactive'; essentially preventing any new orders from being assigned to the selected customer.

Firstly, locate the customer record in the **Customer List**. Once the customer's name has been found, right click on the name and select **Toggle Active Status**, as seen below:

If the customer is currently active, this will set their customer record to 'inactive' However, if they are currently under the inactive list of customers, doing this will set their record to 'active' again. To switch between the list of active or inactive customers, select the desired option from the drop down list labelled **View** at the to of the screen, as seen below:

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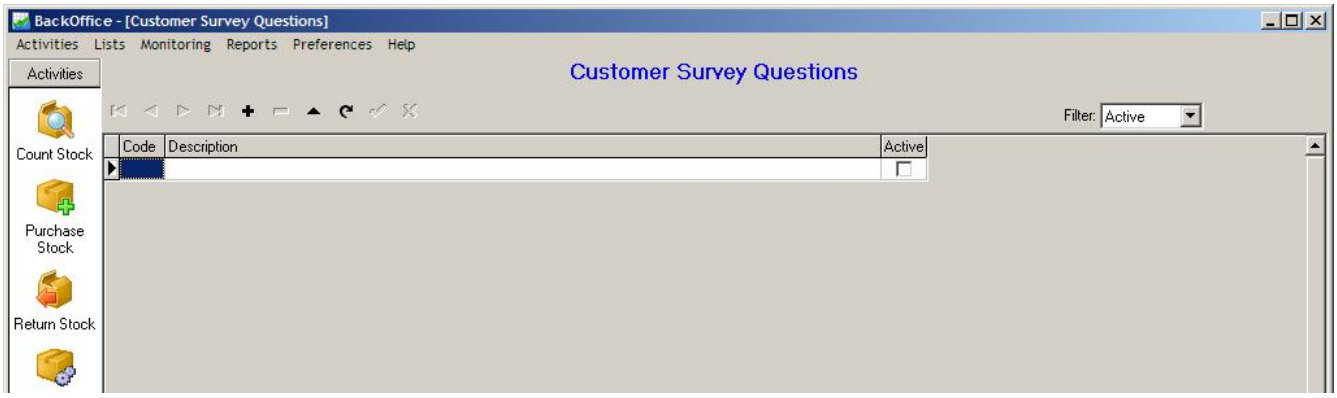
6.5 Survey Questions

Customer survey questions have been implemented in Aura in order to get the customer's opinion of the service they received in your store. The survey is set up and printed on your invoices as a footer image, printing out on the footer of each invoice. These same questions must be set up inside Aura BackOffice in order to capture these in the employee cashup screen.

The capturing of survey questions is described in more detail under the employee cashup screen. A report is also available to view a summary of captured employee surveys. For more information, see the sections on the **Employee Surveys** 57 and the **Survey Ratings Report**.

When opened, the **Customer Survey** screen will show as follows:



Set Up Survey Questions

To insert a new survey question to the list, click on the + button from the toolbar, this will allow you to enter a unique code and the description for the first question, as seen below:

	Code	Description	Active
*	SQ1	How friendy was your waitor?	☑

Once the code and description have been entered as you want them, click on the ✓ button to save the question. Top add another question, simply click on the + button to add a new line. Repeat this process until all required questions have been inserted.

Viewing and Editing Questions

Once you have the questions entered, you may go back and modify certain questions to rephrase or correct errors if necessary. Take the example questions below for instance:

	Code	Description	Active
▶	SQ1	How friendy was your waitor?	☑
	SQ2	How did you enjoy the meal?	☑
	SQ3	How clean was your table?	☑
	SQ4	How prompt was the service?	☑

If you wish to edit any of the questions, you may either double click on the question with your mouse, or select the question and click on the ▲ button. Remember to click on the ✓ button to save the changes.

6.6 Menu

The Aura POS suite uses a recipe-based menu system to process item sales; the **Menu Items** hold information related to the sales price, VAT rate, item recipe and so forth. The menu items themselves are also grouped by category and department for more versatility in the menu design.

If your store operates independent of a franchise group, you will need to use this section to build a menu system for your brand. Before doing so, please ensure that the stock items have been set up first as these are required to build the menu item recipes.

In cases where a menu is downloaded through Aura Enterprise Client (AEC), the majority of features in this area of the application will be locked to prevent unwanted changes. You may still browse and search through any area of the menu design, however only certain details will be available for you to manually alter.

For more information, see the relative topic below:

- **Menu Departments** 117
- **Menu Categories** 118
- **Menu Items** 119
- **Optional Items** 134
- **Picklists** 137
- **Kitchen Printer Wizard** 140
- **Items Per Report Group** 142
- **Items Per Sales Location** 144

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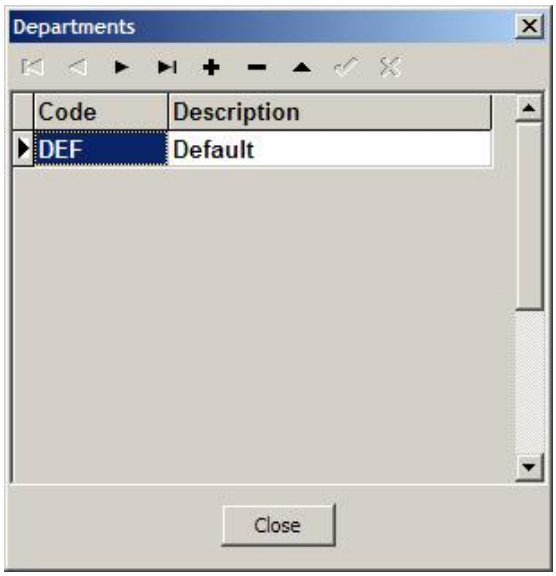
6.6.1 Departments

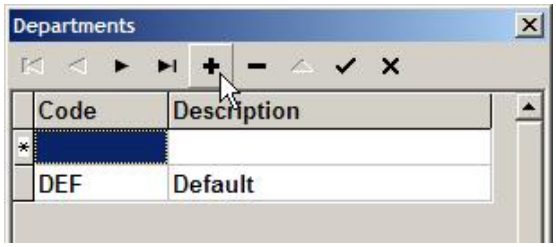
The introduction of **Menu Departments** adds the option to create custom menu item groups for *Invoicing*, allowing certain menu items to be kept in close proximity to each other for easy access. As creating these groups does not involve the editing of menu items, this feature is also available to stores that are locked out from editing their menu.

The other notable functionality of these departments is the ability to select which departments are shown by default on each till ID when starting a new order. This is especially helpful if your store has a till point in key areas of the store; such as a bar area and a meals area, where certain menu items can only be ordered from special areas of the store.



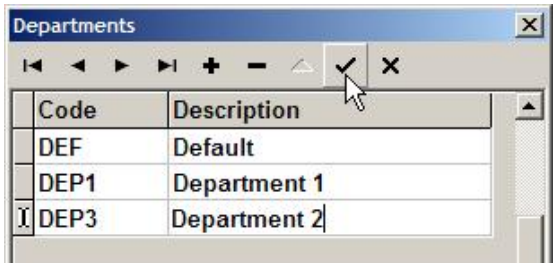
Adding New Departments

Creating a department is as simple as clicking on the + button along the toolbar, in order to enter the desired **code** and **description** fields; as seen here:



These fields must be unique, attempting to add two separate departments with either the **code** or **description** fields the same will not work.

After you have entered the desired code and description, click on the ✓ button to save the changes. As seen here:



Once you are satisfied with the list of departments, simply click on the 'Close' button to leave this screen. The next step is to specify which departments each menu item is included in.

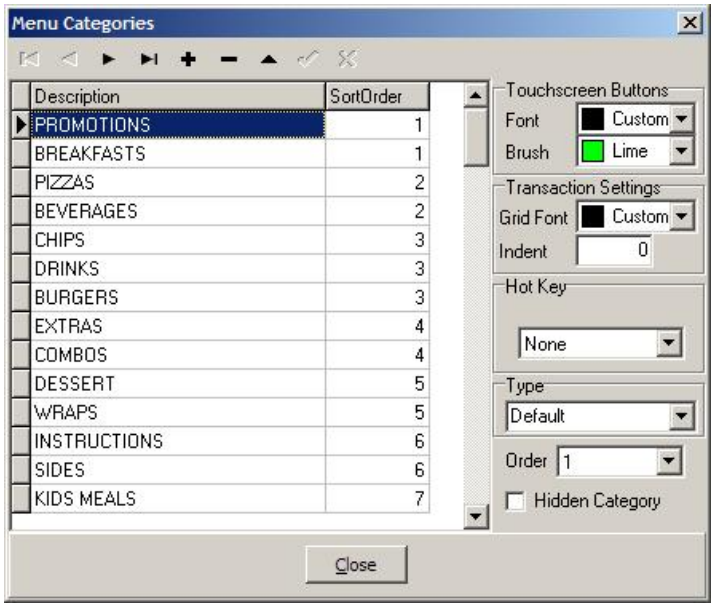
For more information, see the section on the **Menu Items Other Tab** 132.

6.6.2 Categories

The **Menu Categories** window is used to maintain a list of categories to group your menu items together. For stores that download the menu, these will be preset by your head office and you should not ever need to use this window.

If you are setting up your own menu, amongst other things, a well thought grouping system for your menu items will result in:

- Easier *Invoicing* menu navigation, increasing the efficiency of your cashiers.
- Clearer sales reports, making it easier to find information.



Description - This shows the name of the category.

Sort Order - This column displays the selected sorting order for each category. If the sort order is left as 0, categories will be sorted alphabetically.

Font - This selects the colour of the text that will appear on the category button in the touchscreen interface of *Aura Invoicing*.

Brush - This selects the colour of the button background for the category button in *Invoicing*.

Grid Font - This will affect the text colour of the menu items as the cashier's ring them up inside *Invoicing*.

Indent - This setting will force an indentation on a new order for all items assigned to this category.

Hot Key - Inside *Invoicing*, this feature is to set a shortcut key to go to the desired category, regardless of what category you are currently viewing. You may select any of the function keys (F1 through F12), number keys or letters.

In **Touch Screen Mode** these hot keys will display as an extra panel along the bottom of the of the menu items display, in the order in which they are assigned here. See the Invoicing manual for more information on this.

Type - This is a new function which has not been implemented yet.

Order - Specify the **Sort Order** for the selected category; this will only affect *Aura Invoicing*.

Hidden Category - Ticking this option hides the selected category button from the *Invoicing* selection.

This does not remove items in the category, it simply hides the items from view. If an employee (such as the manager) knows the code, the item can still be rung up in either **Touch Screen** or **Keyboard** mode.

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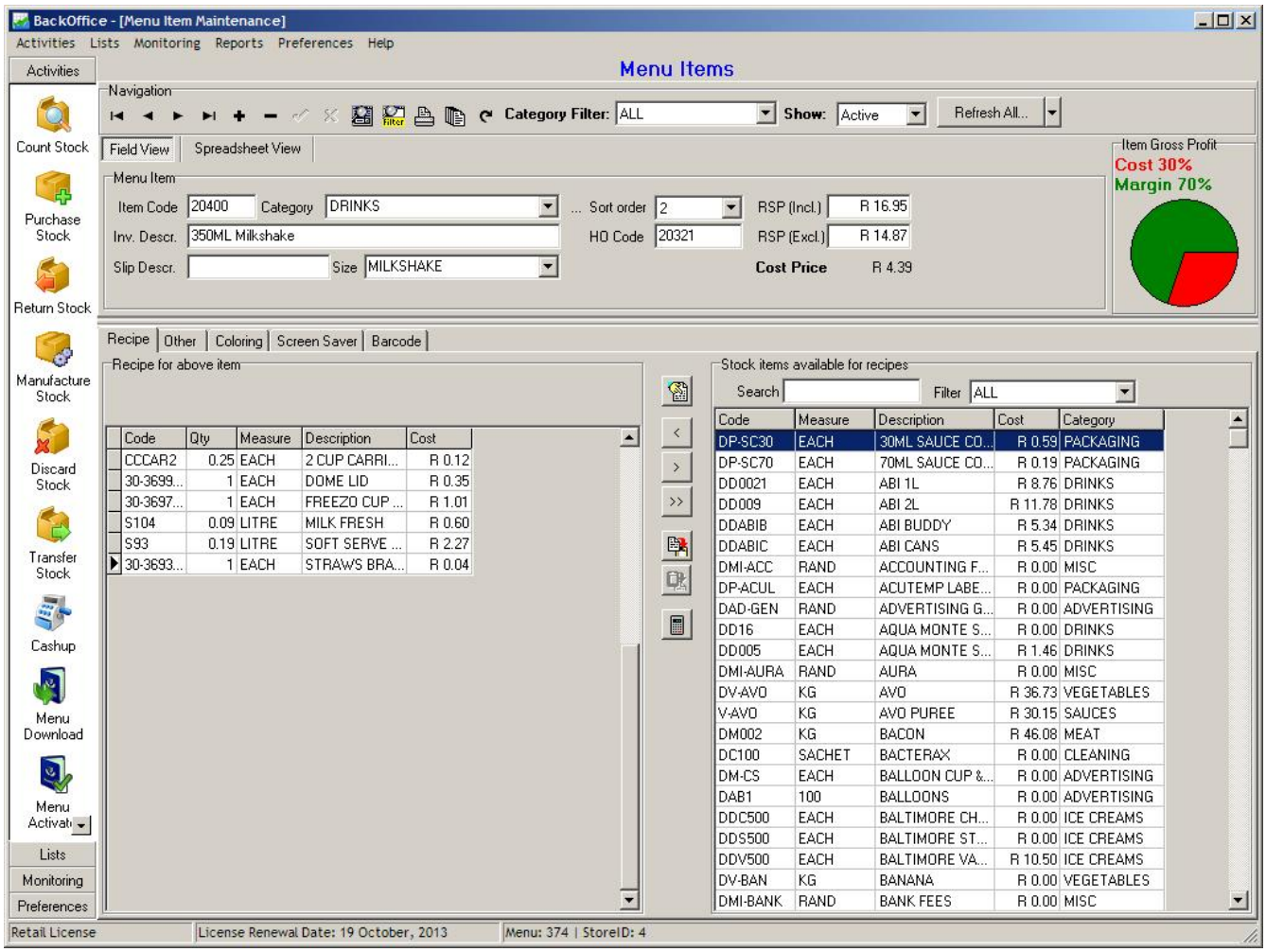
6.6.3 Items

The **Menu Items** screen is used to add, remove and maintain all menu items for *Invoicing*. When opening the menu items page, you will be presented with the following screen:


BackOffice - [Menu Item Maintenance]
Activities Lists Monitoring Reports Preferences Help
Menu Items
Navigation
Category Filter: ALL
Show: Active
Refresh All...
Field View
Spreadsheet View
Item Gross Profit
Cost 30%
Margin 70%
Menu Item
Item Code 20400
Category DRINKS
Sort order 2
RSP (Incl.) R 16.95
Inv. Descr. 350ML Milkshake
HO Code 20321
RSP (Excl.) R 14.87
Slip Descr.
Size MILKSHAKE
Cost Price R 4.39
Recipe
Other
Coloring
Screen Saver
Barcode
Recipe for above item
Code Qty Measure Description Cost
CCCAR2 0.25 EACH 2 CUP CARRI... R 0.12
30-3699... 1 EACH DOME LID R 0.35
30-3697... 1 EACH FREEZO CUP ... R 1.01
S104 0.09 LITRE MILK FRESH R 0.60
S93 0.19 LITRE SOFT SERVE ... R 2.27
30-3693... 1 EACH STRAWS BRA... R 0.04
Stock items available for recipes
Search
Filter ALL
Code Measure Description Cost Category
DP-SC30 EACH 30ML SAUCE CO... R 0.59 PACKAGING
DP-SC70 EACH 70ML SAUCE CO... R 0.19 PACKAGING
DD0021 EACH ABI 1L R 8.76 DRINKS
DD009 EACH ABI 2L R 11.78 DRINKS
DDABIB EACH ABI BUDDY R 5.34 DRINKS
DDABIC EACH ABI CANS R 5.45 DRINKS
DMI-ACC RAND ACCOUNTING F... R 0.00 MISC
DP-ACUL EACH ACUTEMP LABE... R 0.00 PACKAGING
DAD-GEN RAND ADVERTISING G... R 0.00 ADVERTISING
DD16 EACH AQUA MONTE S... R 0.00 DRINKS
DD005 EACH AQUA MONTE S... R 1.46 DRINKS
DMI-AURA RAND AURA R 0.00 MISC
DV-AVO KG AVO R 36.73 VEGETABLES
V-AVO KG AVO PUREE R 30.15 SAUCES
DM002 KG BACON R 46.08 MEAT
DC100 SACHET BACTERAX R 0.00 CLEANING
DM-CS EACH BALLOON CUP &... R 0.00 ADVERTISING
DAB1 100 BALLOONS R 0.00 ADVERTISING
DDC500 EACH BALTIMORE CH... R 0.00 ICE CREAMS
DDS500 EACH BALTIMORE ST... R 0.00 ICE CREAMS
DDV500 EACH BALTIMORE VA... R 10.50 ICE CREAMS
DV-BAN KG BANANA R 0.00 VEGETABLES
DMI-BANK RAND BANK FEES R 0.00 MISC
Count Stock
Purchase Stock
Return Stock
Manufacture Stock
Discard Stock
Transfer Stock
Cashup
Menu Download
Menu Activat
Lists
Monitoring
Preferences
Retail License
License Renewal Date: 19 October, 2013
Menu: 374 | StoreID: 4

Keyboard shortcuts can now be used to navigate to the previous or next menu item in the current filter.

- **Alt + left arrow** to move to the previous record.
- **Alt + right arrow** to move to the next record.

Navigation Toolbar

Locate Specific Record - This option will open the locate field value window. (**Navigating Records** 27)

Filter Dataset - This opens an advanced data filter, showing only the menu items fitting the criteria specified. (**Dataset Filter** 28)

Print Menu Items - Shortcut to the Menu Items With Recipes Report. (**Menu Items With Recipes Report**)

Picklist - Shortcut to the picklist manager. (**Picklist Manager** 137)

Refresh Data - This option will force a refresh of the menu items listing. This will also recalculate menu item costing from the recipes associated to them.

Category Filter - The category filter is used to filter the menu items that are displayed. This will not change any menu items, this will only restrict the items that are displayed for the current session.

Show (Active / Inactive) - This filter is used to show either the currently active or inactive items only.

Menu Item

Item Code - This is a unique alphanumeric code or **PLU** *(Price Look Up)* code to identify the item. This is of particular importance when using the keyboard interface of *Aura*. Cashiers are able to quickly go to a section of the menu as soon as they key in the first character of the **Item Code**.

Item codes must be unique to each menu item, BackOffice will not allow you to save a menu item if the code entered is already in use by another item.

Category - Displays the menu category for the selected menu item. The menu category contains certain information regarding the menu items assigned to them, as well as grouping the menu items inside a new sale in *Invoicing*.

- To the right of the category drop down list, you will see a button to open a full list of the menu categories. The only benefit of using this over the normal drop down list is that you can see the sort order of your categories more easily.

Inv. Description - This line will determine the description of the item as it displays inside *Invoicing*, the menu item related reports, and on the customer's till slip.

Slip Description - This line will determine the description of the item as it will print out on the production slip.

Size - The size option works as a sub-category inside the currently selected main category.

Sort Order - Using this option you may select the order in which the menu items will be displayed inside the category on *Invoicing*.

The above two options are optional and may be left out.

The **Size** option is recommended for certain categories.

For example, in the **Drinks** category, assigning sizes to your **Cans**, **500ml** or **2l Bottles** would make it easier to navigate the menu inside *Invoicing*.

Take note, these will both only make a difference in **Touch Screen Mode** and will have no bearing on the **Keyboard Mode**.

HO Code - This is a head office reference code for the current item. It will not affect your Aura system at a store level.

RSP (Incl.) and **RSP (Excl.)** - These are the Retail Selling Price including and excluding the VAT amounts.

Cost Price - This is the cost to store according to the stock item recipe. For more information on this, see the section on **Stock Item Recipe** 122.

Item Gross Profit - Items with a recipe (cost to company) and a sales price (income to store) has an effect on the store **Gross Profit** figures. This pie chart gives you an indication of how each item will affect your GP.

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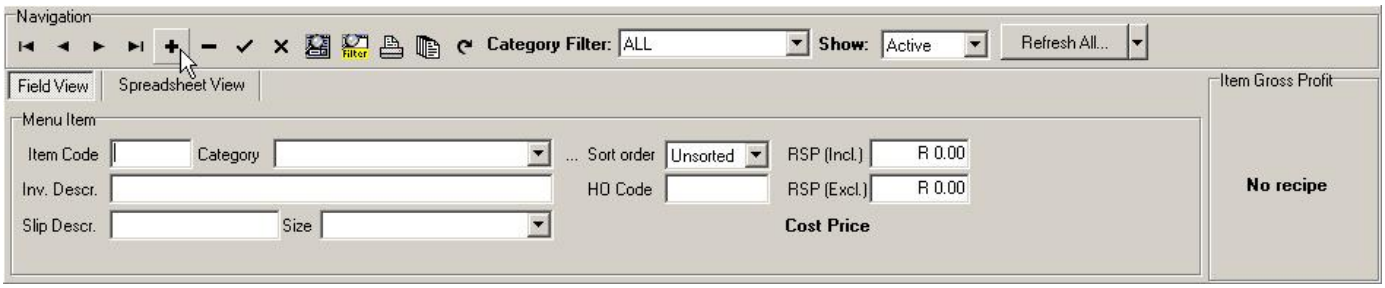
Adding New Menu Items

The following section is only applicable to stores that create and manage their own menus. For larger franchise chains that download their menu from a central head office store location; these options will most likely be locked out by default, and cannot be changed.

All steps hereafter are described with the assumption that the menu is not locked for editing and that you have the required access permissions to enter the required information.

In order to add a new menu item, begin by clicking on the button from the top navigation bar. After doing so, you will notice the Menu Item fields become blank, ready for the new item information to be entered, as seen below:



After adding all required information in the fields above, you will need to click on the button to save the item. Keep in mind an item must be saved before a recipe can be added for this item, this is to ensure the recipe and menu item are linked correctly. You may view the links below for more information on extra menu item options.

You may also **edit** a current menu item if needed; with the item on screen, click on the button to unlock the item for editing. This will allow you to edit the item information.

You cannot change the item code on a currently active menu item, doing so will show the following error message:

Information
This item has been sold under the old code and cannot be changed.
Please add a new item with this code and make the old item inactive.
OK
{7426BADF-D93C-4E36-B6D8-C5ED0ED7894A}

If for some reason a menu item does require a new item code, this menu item must first be marked as 'inactive', and a new item created with a new code.

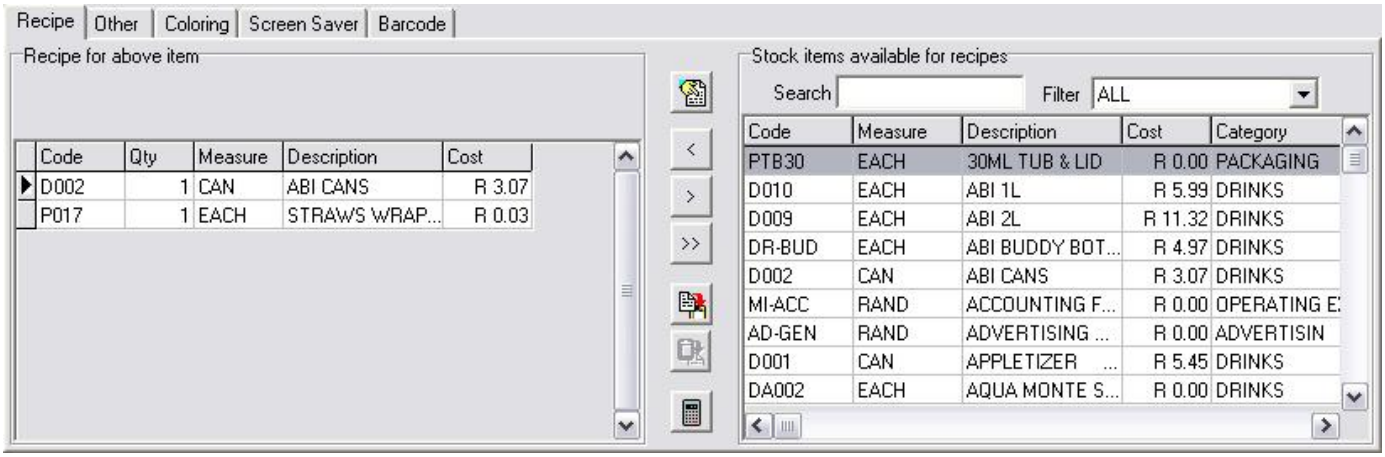
Extra Menu Item Specific Options

Below the *Menu Item* section of the window, you will be presented with additional options relating to the menu item. You can switch between theses extra features by using the following row of tabs:

For more information, see the relative topic below:

- **Recipe** 122
- **Other** 128
- **Colouring** 132
- **Screen Saver** 133
- **Barcode** 133

6.6.3.1 Recipe


Recipe
Other
Coloring
Screen Saver
Barcode
Recipe for above item
Code Qty Measure Description Cost
D002 1 CAN ABI CANS R 3.07
P017 1 EACH STRAWS WRAP... R 0.03
Stock items available for recipes
Search
Filter ALL
Code Measure Description Cost Category
PTB30 EACH 30ML TUB & LID R 0.00 PACKAGING
D010 EACH ABI 1L R 5.99 DRINKS
D009 EACH ABI 2L R 11.32 DRINKS
DR-BUD EACH ABI BUDDY BOT... R 4.97 DRINKS
D002 CAN ABI CANS R 3.07 DRINKS
MI-ACC RAND ACCOUNTING F... R 0.00 OPERATING E
AD-GEN RAND ADVERTISING ... R 0.00 ADVERTISIN
D001 CAN APPLETIZER ... R 5.45 DRINKS
DA002 EACH AQUA MONTE S... R 0.00 DRINKS

Recipe for above item - The left half of this tab contains the recipe for the selected menu item.

Code - Displays the unique stock item code.

Qty - Displays the quantity of the stock item used in the recipe.

Measure - Displays the unit of measure for the stock item.

Description - Displays the named description of the items in the recipe.

Cost - Displays the cost to store of the specified stock item as used in the recipe.

Toolbar

- Use this button to search for all menu items that have the selected stock item in their recipe.

- Adds the selected stock item to the recipe for the current menu item.

- Removes the selected stock item on the left from the menu item recipe.

- Removes ALL items from the menu item recipe.

- Copies the current recipe to the computer clipboard for later use.

- Pastes the recipe currently in the clipboard into the current menu item.

- Scale all stock item quantities in the recipe by a percentage.

Stock items available for recipes - The right half of this tab lists all your stock items that can be used in a recipe. This list includes items that are purchased and items that are manufactured in store.

Code - Displays the unique stock item code.

Measure - Displays the unit of measure for the stock item.

Description - Displays the named description of the item.

Cost - Displays the cost to store of the specified stock item.

Category - Displays the category that the specified stock item belongs to.

With both sections of the recipe tab, the Cost columns are worked out from the purchases entered for the specific stock. If a stock item shows a R0.00 cost, it may be that the item has not yet been purchased or was purchased incorrectly. In this case, please check your stock purchases. For more information, see the section on **Purchasing Stock** 41.

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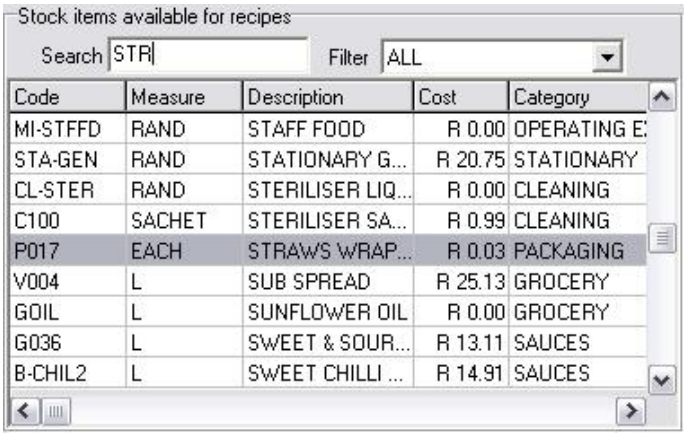
Adding Items to a Recipe

To create a recipe for a menu item, start with the *Stock items available for recipes* section on the right hand side. Search for the desired stock item by typing the **description** in the 'Search:' block. As you type, the list will update and select the first item matching what you type, as seen below:


Stock items available for recipes
Search STR
Filter ALL
Code Measure Description Cost Category
MI-STFFD RAND STAFF FOOD R 0.00 OPERATING E
STA-GEN RAND STATIONARY G... R 20.75 STATIONARY
CL-STER RAND STERILISER LIQ... R 0.00 CLEANING
C100 SACHET STERILISER SA... R 0.99 CLEANING
P017 EACH STRAWS WRAP... R 0.03 PACKAGING
V004 L SUB SPREAD R 25.13 GROCERY
GOIL L SUNFLOWER OIL R 0.00 GROCERY
G036 L SWEET & SOUR... R 13.11 SAUCES
B-CHIL2 L SWEET CHILLI ... R 14.91 SAUCES

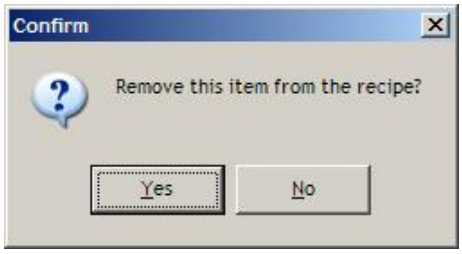
Once the desired stock item has been located, you can add it to the recipe by pressing **Enter** on your keyboard, **double clicking** on the stock item, or pressing the < button. Doing so, will present the following window:

Take note of the **Measure**, and enter the quantity required for this recipe. Press **Enter** on your keyboard or click on **OK** when done. You should now have the stock item in the recipe for the selected menu item.

If the stock item already exists in the item recipe you are trying to create or edit, you will be shown the following message:

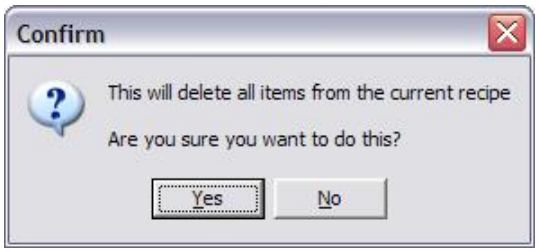
Removing Items from a Recipe

If you need to remove an item from the recipe, select the item from the recipe on the left, and press the > button. This will show the following prompt:



Clearing the Entire Recipe

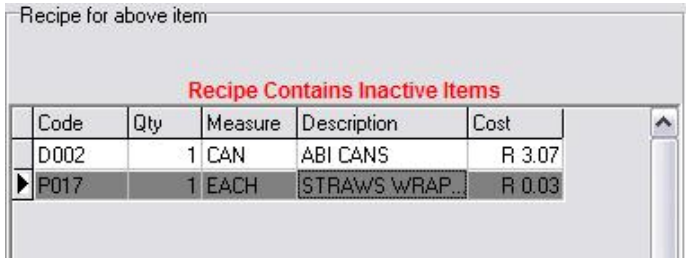
To clear the recipe block and start again, use the >> button. This will bring up the following prompt:



Recipes and Inactive Stock Items

In certain circumstances, especially where menus are downloaded from a central head office, you may find a stock item that was previously used is no longer needed. Once a stock item has been purchased, discarded, or used in a stock or menu item recipe, it cannot be removed completely from the *Aura* system. In a situation such as this, the stock item will be set to **inactive** instead. By this method, the item details are still stored for reporting purposes, but the item cannot be used as it is inactive.

Where a menu item recipe contains a stock item that is then made inactive, you will see the following information:



Notice how the affected stock item itself is highlighted with a grey background. Ideally this stock item should be removed and replaced with the correct item.

No menu item recipes should ever have inactive items, and certain measures are in place to try prevent this from occurring. If a stock item is currently used in a recipe and it is set as inactive, a notification will be shown along with a confirmation prompt. See the notes covering the 'Inactive' setting in the Stock Items 152 section for more information on this procedure.

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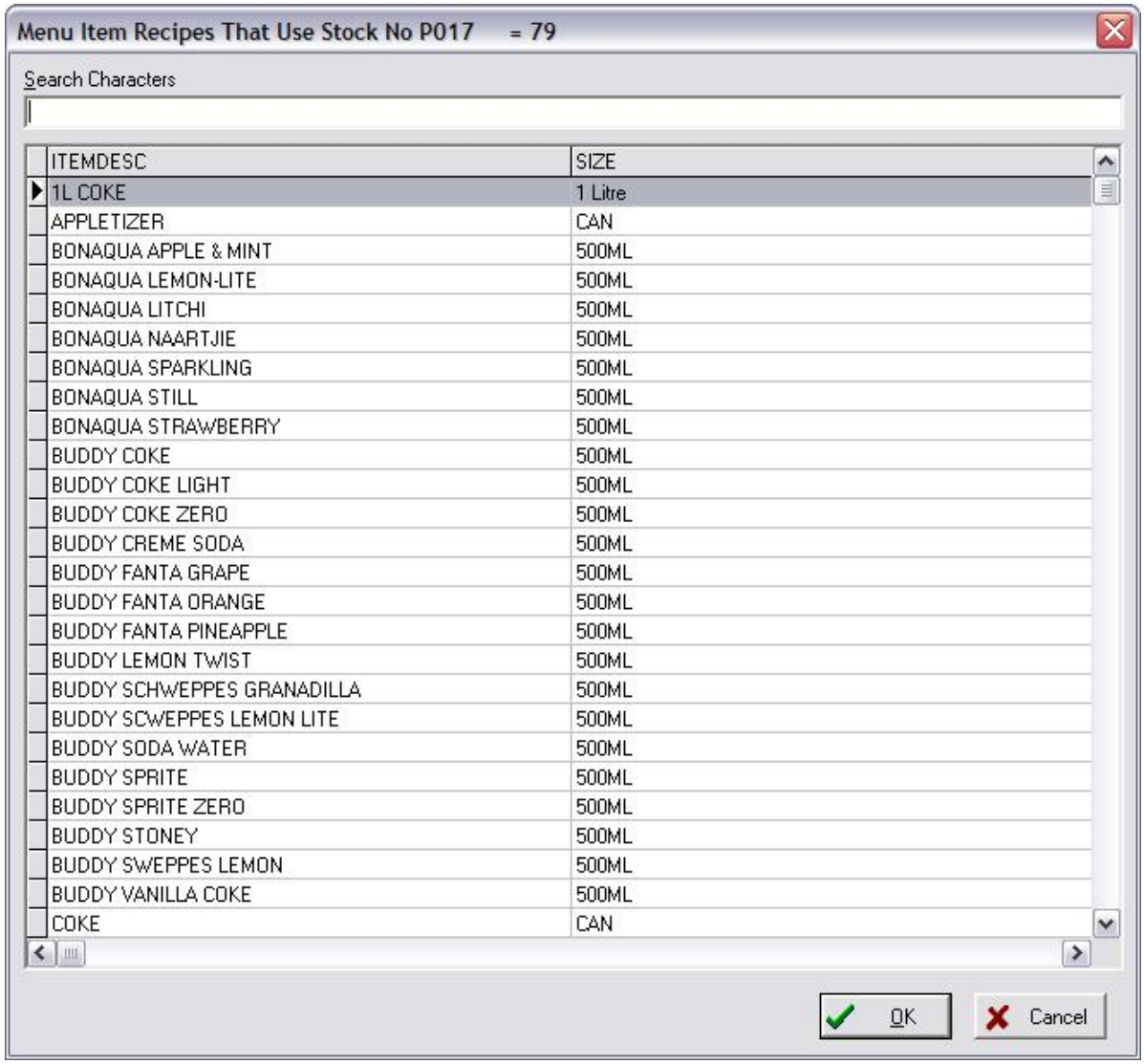
Searching for Recipes

If you would like to know how many different recipes a certain stock item is used it: First, find the stock item in the list of *Stock Items Available for Recipes*, and then press the button.

If the stock item is not used in any recipes, you will see the following message:

Information
No menu item recipes use stock number MC1
OK
Search COMP
Filter ALL
Code Measure Description Cost
MCST KG CHICKEN STRIPS R 43.00
CL-GEN RAND CLEANING GEN... R 38.60
CL019 EACH CLOTHS R 36.41
M009 KG COCKTAIL SAU... R 31.29
MC1 BOX COMPUTER PA... R 0.00

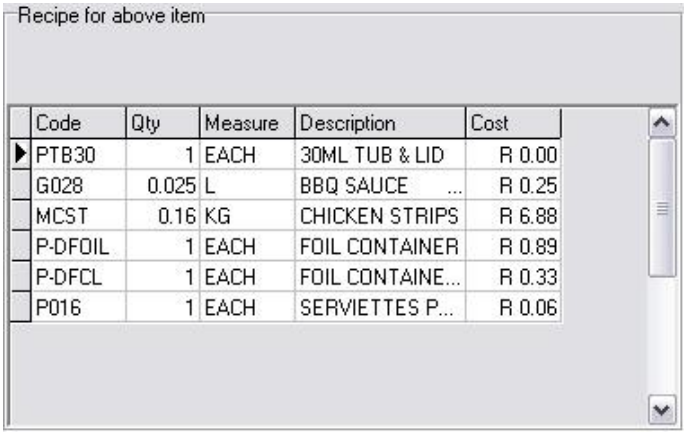
If the item is found in one or more recipes, a list of all menu items using that stock item will be displayed. Similar to the following:



If there is a long list of items shown, you may filter this list by typing part of the menu item description or code in the 'Search Characters' block at the top of the window. To view the menu item and it's recipe, select the menu item and click on OK.

Copying, Pasting and Scaling Recipes

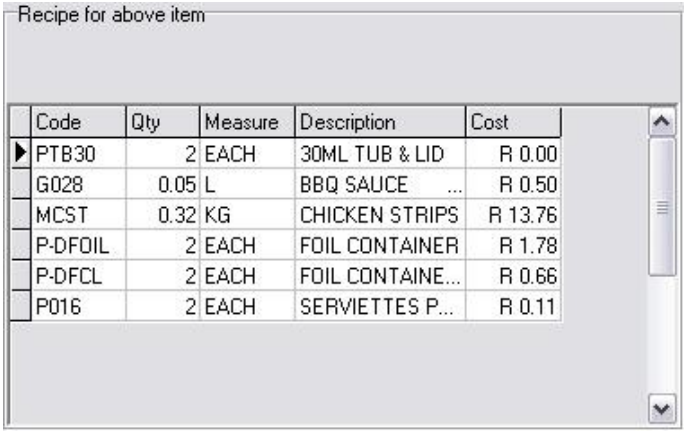
These functions are design to make recipe duplicating for different size items simpler. For example, let's take the recipe for 'Chicken Strips':


Recipe for above item
Code Qty Measure Description Cost
PTB30 1 EACH 30ML TUB & LID R 0.00
G028 0.025 L BBQ SAUCE ... R 0.25
MCST 0.16 KG CHICKEN STRIPS R 6.88
P-DFOIL 1 EACH FOIL CONTAINER R 0.89
P-DFCL 1 EACH FOIL CONTAINE... R 0.33
P016 1 EACH SERVIETTES P... R 0.06

To use this recipe in aid of creating a larger portion of the same item, first **copy** the recipe to the clipboard with the button. Use the **Navigation Bar** to navigate to the 'Chicken Strips Large' menu item (or create a new menu item if needed), and click the button to paste the recipe.

Because the 'Chicken Strips Large' is twice the size of the standard one, it will require twice the quantity of items in the recipe. To change this, click on the button. This will bring up the following prompt:

Enter the percentage to multiply the recipe by. To double it, enter **200%** and click on **OK**. The example recipe will now update to show the following:


Recipe for above item
Code Qty Measure Description Cost
PTB30 2 EACH 30ML TUB & LID R 0.00
G028 0.05 L BBQ SAUCE ... R 0.50
MCST 0.32 KG CHICKEN STRIPS R 13.76
P-DFOIL 2 EACH FOIL CONTAINER R 1.78
P-DFCL 2 EACH FOIL CONTAINE... R 0.66
P016 2 EACH SERVIETTES P... R 0.11

If the recipe being adjusted contains packaging items of any sorts, ensure that the packaging items are set back to the correct values after scaling the recipe. This function will adjust all items in a recipe by the selected scale percentage, regardless of type or unit of measure.

In cases where a recipe only has 3 items, two of which are packaging related, it would be simpler to just adjust the quantity manually. In cases where there are more items (such as 10 items, two of which are packaging related), it is easier to make use of the scale recipe feature.

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Recipe Eat In vs Recipe Eat Out

As a new feature in *Aura 6.2*, recipes can be further customized to cover differences between a take away order and a sit down order. These options are set regardless of the order type, as they only affect the items added to the standard recipe. Controls for the eat-in and eat-out recipes are handled exactly the same way as the standard recipe, however the difference comes in with the way these recipes affect your menu items.

In order to use this feature, the **Eat-in / Eat-out** option needs to be enabled in your system settings. For more information, see the section on **General Program Settings** 202.

When this option is enabled, you will see two extra tabs next to the standard **Recipe** tab, as shown in the example image below:

For details on how to set the eat-in and eat-out recipes, please use the same procedures as outlined previously for the **Standard Recipes** 123. This section simply covers the purpose of the extra recipe options.

Example Eat-In / Eat-Out Recipe Variations

Base Recipe:

This will contain your standard pizza recipe with the base and toppings. Without any packaging or napkins.

Eat In Recipe:

- 4 x paper plates
- 4 x branded paper napkins

End Result:

Adding this item to an order order as an 'Eat-In' option, will take the **base recipe**, and add 4 paper plates and 4 branded paper napkins, without any box.

Eat Out Recipe:

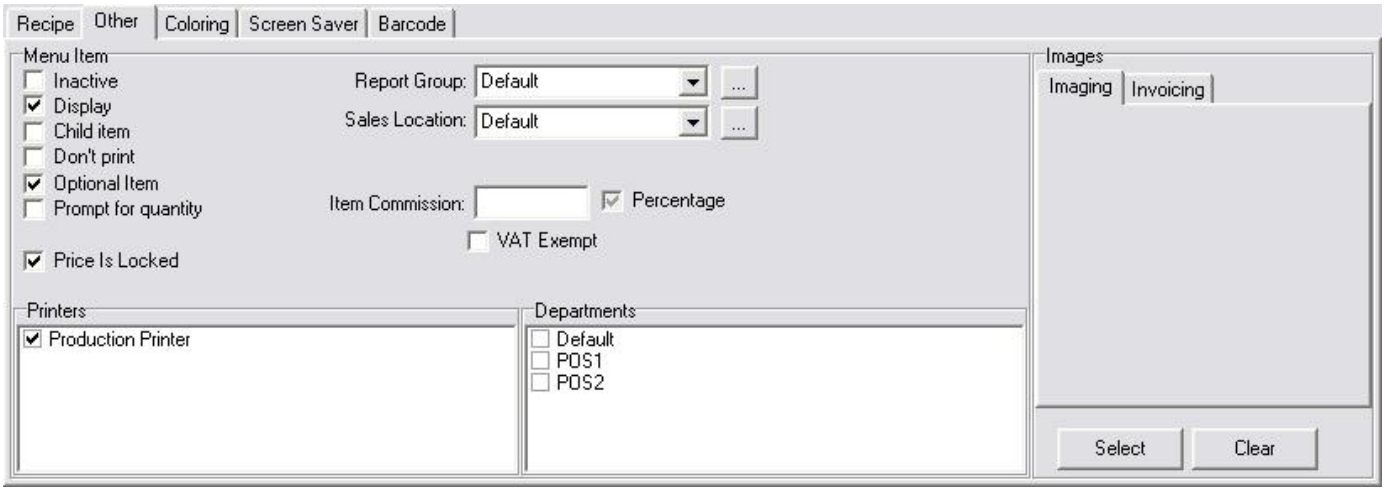
- 1 x pizza box (large)
- 8 x branded paper napkins

End Result:

Adding this item to an order marked as 'Eat-Out' will not add any paper plates, but will instead add a pizza box and extra napkins.

Not all menu items will require variations for the eat-in or eat-out options, however in scenarios like the example above where a pizza is only placed in a box if it is to be a take away order, the eat-in vs eat-out recipes setup will be an easy way to account for this.

6.6.3.2 Other



Menu Item - The following are extra options for customizing the selected menu item.

Inactive - If you do not use a certain menu item any longer, and are unable to delete it, marking the item as 'inactive' will remove the selected item from both *Invoicing* and from your reports.

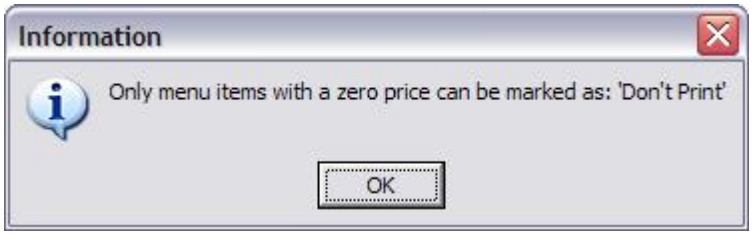
Display - With this option selected, it will cause the selected menu item to display inside *Invoicing*. With it de-selected, the item will still be available from a picklist, but will not display as an item on it's own in the menu.

Child Item - Selecting 'Child Item' changes the way that the selected menu item prints to the production printer.

If you have a menu item that is only ever rung up through a picklist, and never on it's own, it is advisable to de-select **Display** and select **Child Item**. This will prevent the item from being available from Invoicing, and will highlight the item on the production slip, making it clearer on the slip that it is a child of item above it.

Don't Print - Selecting this option will prevent this item from printing on the customer's slip. This is most often used on instructions for the kitchen staff.

Keep in mind that by law the customer must see all paid-for items on their slip, and therefore this option is only available to menu items that have the price set to zero (R0). If "Don't Print" is ticked on an item with a price above R0, when saving the following message will be shown:



Optional Item - This option is used in large chains of stores with a single head office to manage the menu. This feature is described in more detail further on.

Prompt for Quantity - Selecting this option will make *Invoicing* bring up a quantity prompt whenever this item is rung up on an order.

Price is Locked - Selecting this option prevents cashiers and managers from overriding the price of the selected menu item.

Report Group - With report groups set up, it is possible to categorise the menu items with more flexibility on the reports. These groups can be created for many different reasons, the most common of these however is for a 'combo store'; where two different stores share a property and a single server computer.
Items can also now be assigned to Report Groups by a wizard. For more information, see the section on **Items Per Report Group** 142.

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Sales Location - With larger stores and restaurants, it is quite likely that multiple locations are available for the stock to be stored. In these situations, certain menu items can be set to pull their stock from one specific location; as opposed to the default location.
Items can also now be assigned to Sales Locations by a wizard. For more information, see the section on **Items Per Sales Location** 144.

Item Commission - Setting a menu item commission value, will cause this menu item to be shown on the **Commission Per Menu Item Report**. Remember that by setting this option, it will not affect the employee wages, this will only show on the commission report. This feature is for incentive calculations only, and is not linked to the wages in any way.
For more information, see the section on the **Commission Per Menu Item Report**.

Percentage - Selecting this tick-box will change the commission figure from a rand value to a percentage of the menu item price.

VAT Exempt - Selecting this option will mark the selected item as exempt from value added tax.

Printers - This block lists the available production printers set up in the *Aura* software. *Aura Invoicing* will print the selected menu item to any kitchen printers that are ticked here. You can use this list to assign or clear single items, menu categories, or the entire menu to production printers. These features are described in more detail further down.

Departments - Once departments have been set up, you may specify which departments a menu item is a part of. This will not only open up categorizing options for *Invoicing*, but for the reports as well.
For more information, see the section on **Menu Item Departments** 132.

Images

This section refers to settings used by an old Aura application called Aura Imaging. This application is no longer in use.

Optional Items

Menu items set as optional items are active and available from *Aura BackOffice* at any time, but only from *Aura Invoicing* once it has been marked as an 'Optional Item In Use'. To set an item as an 'Optional Item', tick the box shown below:

Once an item is ticked as an 'Optional Item', you will see a new option in the **Menu Item Description** section at the top of this window. As seen in the below example:

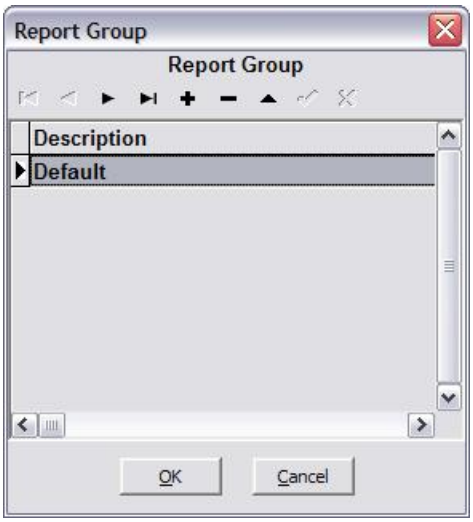
If your store is part of a larger chain and your menu is downloaded from head office, you will most likely be locked out and be unable to edit menu items. If this is the case, you will not be able to change the **Optional Item** field, but you will still be allowed to check and uncheck **Optional Menu Item In Use** as you wish.

A wizard interface is available for quickly setting which of the optional menu items are currently in use; for more information on this tool, see the section on **Lists > Menu > Optional Items** 134.

Report Groups

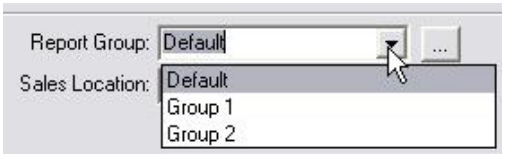
Report groups allow a much more versatile approach to information on reports. One of the most beneficial results of an effective report group feature is the ability to accommodate for multi-brand restaurants to run effectively off a single server computer. This layout minimizes the overheads of buying computer hardware, and allows each to access, change, and report on their own individual stock usage effectively.

To set up any alternative report groups for each side of your store, click on the ... button next to the **Report Group** drop down list. This will display the following window:



From this window, it is possible to add and remove different report groups using the toolbar along the top. Once all the required groups are inserted, click on the **OK** button to close this window.

To select the report group for the selected menu item to be assigned to, click on the down arrow next to **Report Group** and select the desired report group, as seen below:



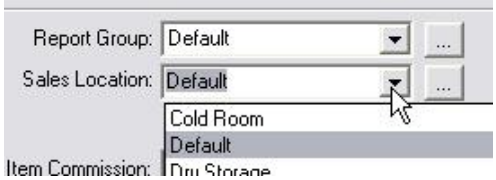
Sales Locations

Multiple stock locations have been a large part of the *Aura POS* system, and the features that were already available have now been revamped to facilitate more flexible set-ups. The idea of being able to record stock stored in multiple locations is a great way to keep track of stock spread over a large restaurant; however, by doing so it can create some confusion with the locations that stock is taken from for sales.

You may notice that Sales Locations and Stock Item Locations are in fact the same list; this is due to the fact that the Sales Locations specify the location that the stock is retrieved from when a sale is processed.

To set up and maintain Sales Locations, click the ... button next to the drop down list. This will take you directly to the Stock Locations screen.

In order to specify the location the stock it retrieved from for a sale, with the desired menu item displayed, click the down arrow next to **Sale Locations**; as seen below:



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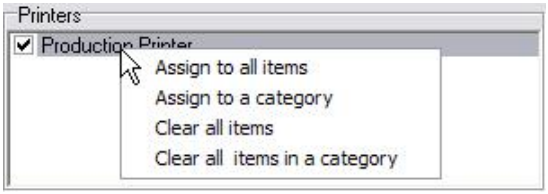
Production Printers

This list contains all the production printers currently set up in the *Aura* system. By placing a tick in the box next to one of these printers, the the selected menu item will be set to print to that printer when added to a customer's order.

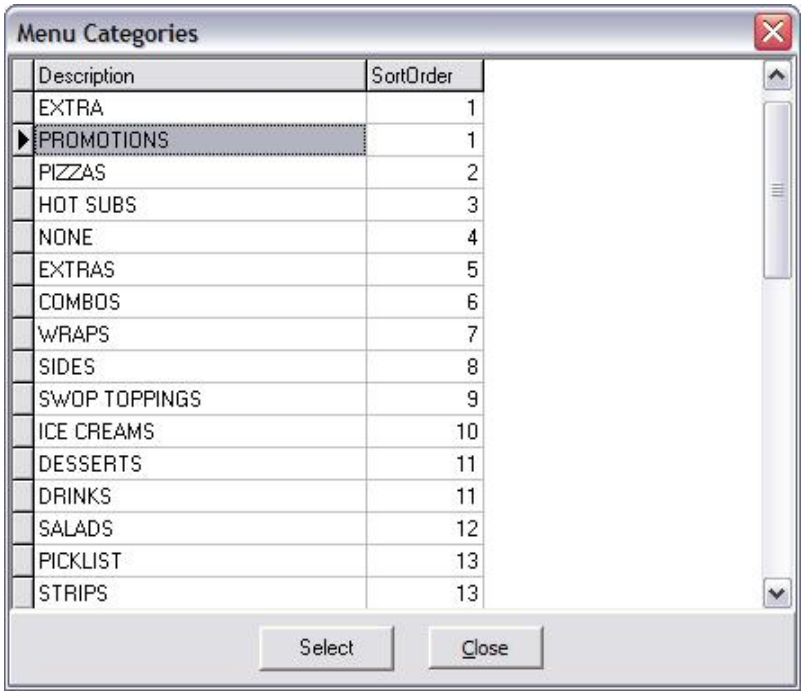
This process may also be done by means of the Kitchen Printer Wizard; for more information on this, see the section on the **Kitchen Printer Wizard**[140].

In addition to assigning menu items to production printers one item at a time, all items in a category can be assigned to a production printer at once. To access this and other functions, you will need to **right click** on the desired production printer. Doing so will display the following menu:



Assign to all items - This will assign ALL items in your menu to print to this production printer, regardless of their category.

Assign to a category - This will bring up a menu category selection window, similar to the one seen below:



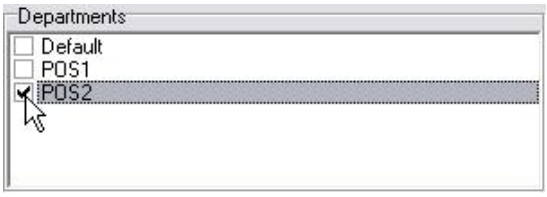
Clear all items - Selecting this option will clear ALL items from this printer, thus setting no items to print to this production printer until they are reassigned.

Clear all items in a category - This option will show the same window as **Assign to all items in a category**, but selecting a category will then stop all items in the selected category from printing to the selected production printer.

Menu Item Departments

In the lower right corner of this tab, you will see a **Departments** selection block; this selection block allows you to specify which department a particular menu item is a part of. As mentioned in the **Menu Item Departments** section, a single menu item may be assigned to multiple menu departments without a problem; this is done by simply ticking all the desired departments for the current item. Seen below is the example of a list of available departments; this list only displays the description field of the departments, the code field is used to ensure that the items are linked correctly to the description.

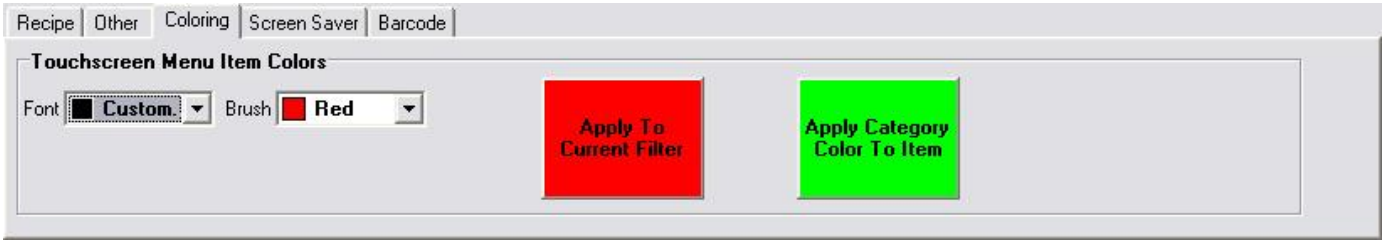
In order to include an item in a specific department, simply browse to the menu item using the **Navigation Bar** 24, and tick the desired department(s). As seen here:



There is no need to tick Default, this location will always exist and will always include all menu items.

You will need to repeat the above process for each menu item to be included in a department. Once this is done, the next step involves specifying which departments are displayed on each till. Keep in mind that this department setting is set on each till individually, and will only affect *Aura Invoicing*.
For more information, see the section on **System Settings > Specific Computer > Invoice Settings** 189.

6.6.3.3 Colouring



Font - This specifies the button font colour for the selected menu item.

Brush - This specifies the button background colour for the selected menu item.

Apply to Current Filter - This button shows the colour scheme that the selected menu item will use inside *Invoicing*. Clicking this button here will apply the colour scheme to all menu items within the current filter.

Apply Category Colour to Item - This button displays the colour scheme set for the menu category button. Clicking this button here will apply the category colour scheme to the menu item that is currently selected.

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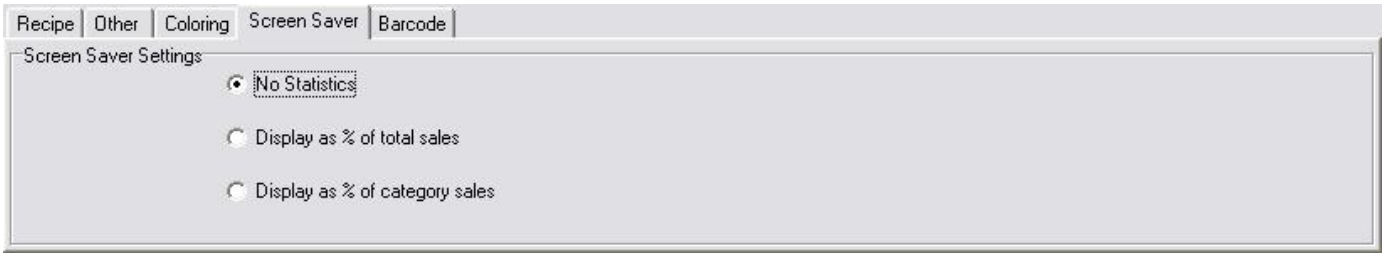
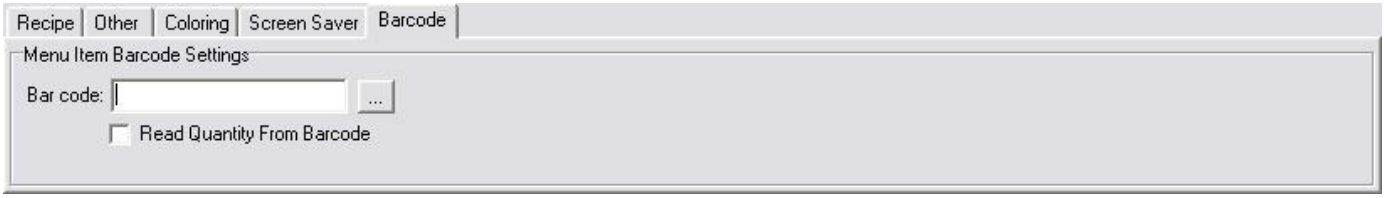
6.6.3.4 Screen Saver



Select items to export to the *Aura* screen saver, this setting must be selected for each menu item individually.

The screen saver is not activated by default in an Aura installation. Contact the Aura Help Desk for more information on setting up the screen saver.

6.6.3.5 Barcode



Barcode - Displays the barcode currently scanned to the selected menu item.

Read Quantity From Barcode - This feature is used to read the quantity of the selected item directly from the barcode when an item is rung up in this manner.

International standards for barcodes do not allow space for the quantity as well, therefore this feature will only be available to stores that have custom barcodes created either in store or by the store's head office (if applicable).

Scanning New Barcodes

If you have any items with barcodes on the label, you may scan them in here. In order to scan a new barcode, click on the ... button. This will display the following prompt:

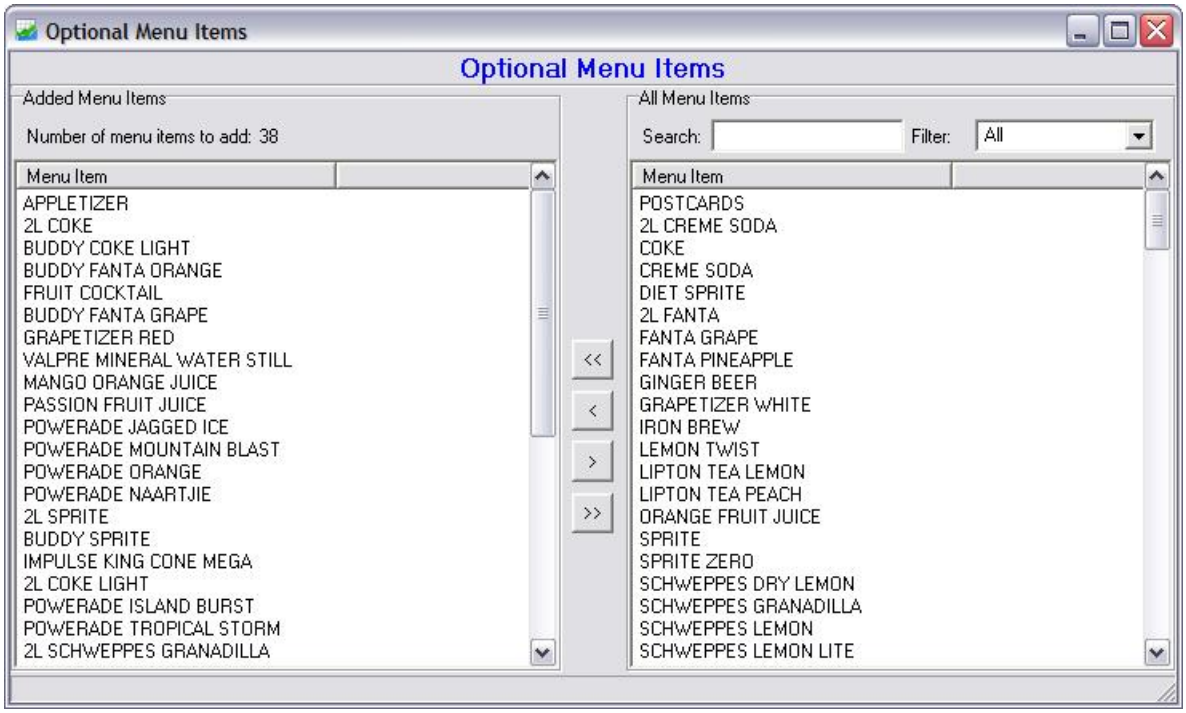
At this prompt, activate your barcode scanner and scan the product.

6.6.4 Optional Items

When using a menu that is designed to cater for multiple stores in different areas, you may find that certain items are unique to certain stores. For the most part, the optional menu item option is used for alcoholic beverages as only a handful of stores do sell these products, this does not restrict the optional items to this one item type however.

For a listing of which items should be optional in your menu, please contact your brand head office or menu layout designer for more information.

When the **Optional Menu Item** screen is access, you will see a window similar to the following screenshot:



- *Added Menu Items* (left panel)
  Listed here are the optional menu items that are currently in use.
- *All Menu Items* (right panel)
  This list shows all optional menu items that are not currently in use; this panel also provides options to filter and search items in the list.
- *Center Toolbar*
  The vertical toolbar in between the two lists contains tools that you will require for enabling and disabling optional items. Keep in mind that these buttons will work within the search filter.

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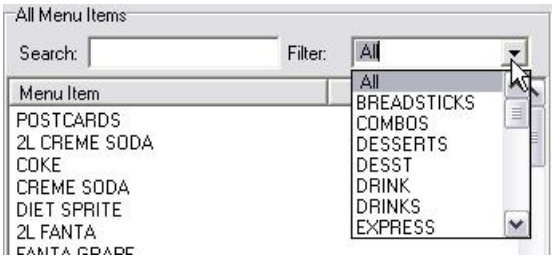
Searching and Filtering List

Before we look at how items are added or removed from the list of optional items in use, lets first cover the search and filter functions. The 'Filter' option works as a drop-down list with all your current menu item categories; as seen in the example image below:



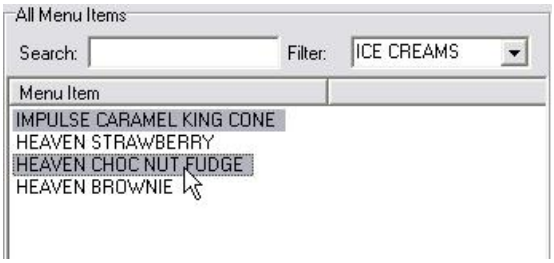
Selecting a category here will filter the list by items found in the selected category. For the following examples, the 'Beer' category will be selected.

To the left of the filter drop-down list is a 'Search' feature; this allows you to search through long lists of menu items to find specific items with certain keywords. This search feature is a 'partial match anywhere' search; this means that if any part of any word in the item's description matches, it will be shown. See the example below:

To clear the search filter, simply backspace or delete the keywords typed in the search block.

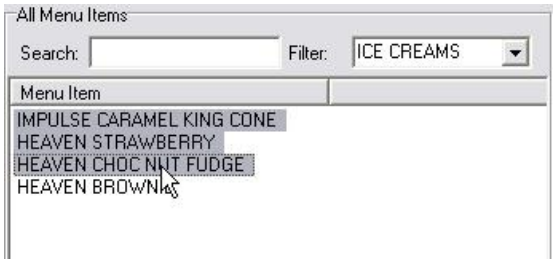
Enabling and Disabling Optional Items

Once you understand how to manipulate the optional items list and find the items you need, these must be enabled (set as 'Optional In Use') in order for *Aura Invoicing* to display the item in the menu. Two methods can be used to select multiple items at once, as described below.



Ctrl click

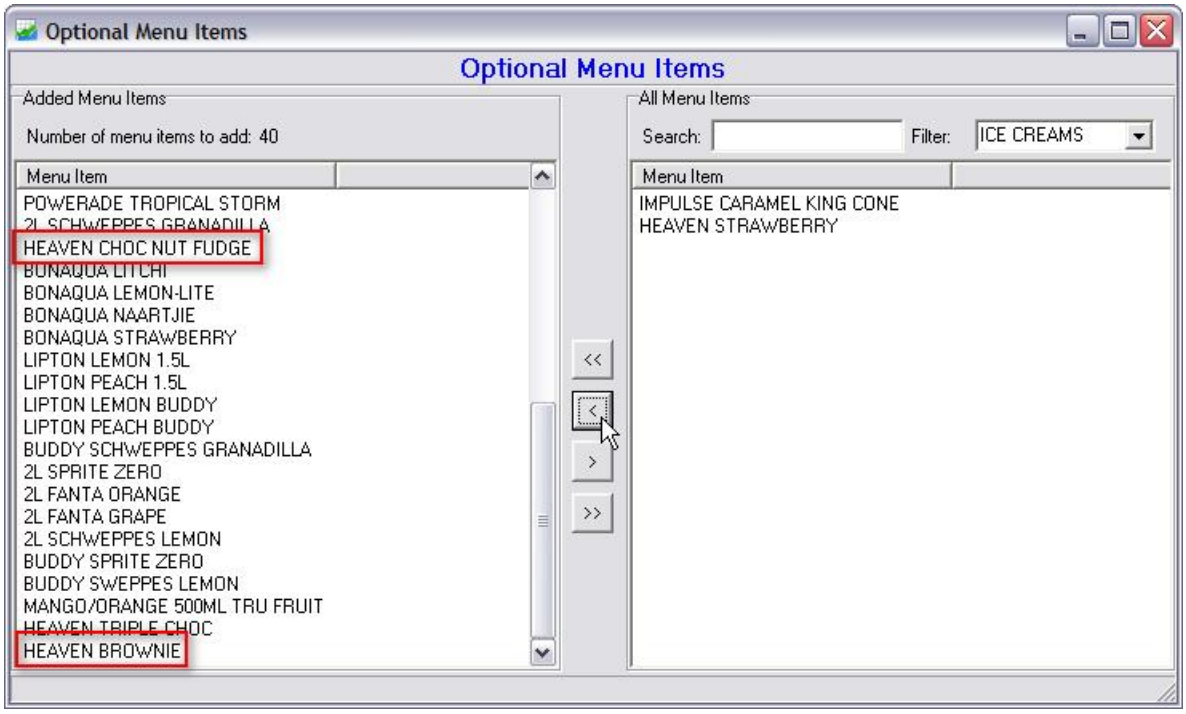
While holding **Ctrl** (control) on your keyboard, you may click once on an item to 'toggle' it's selection status. This will allow you to select multiple individual items.



Shift click

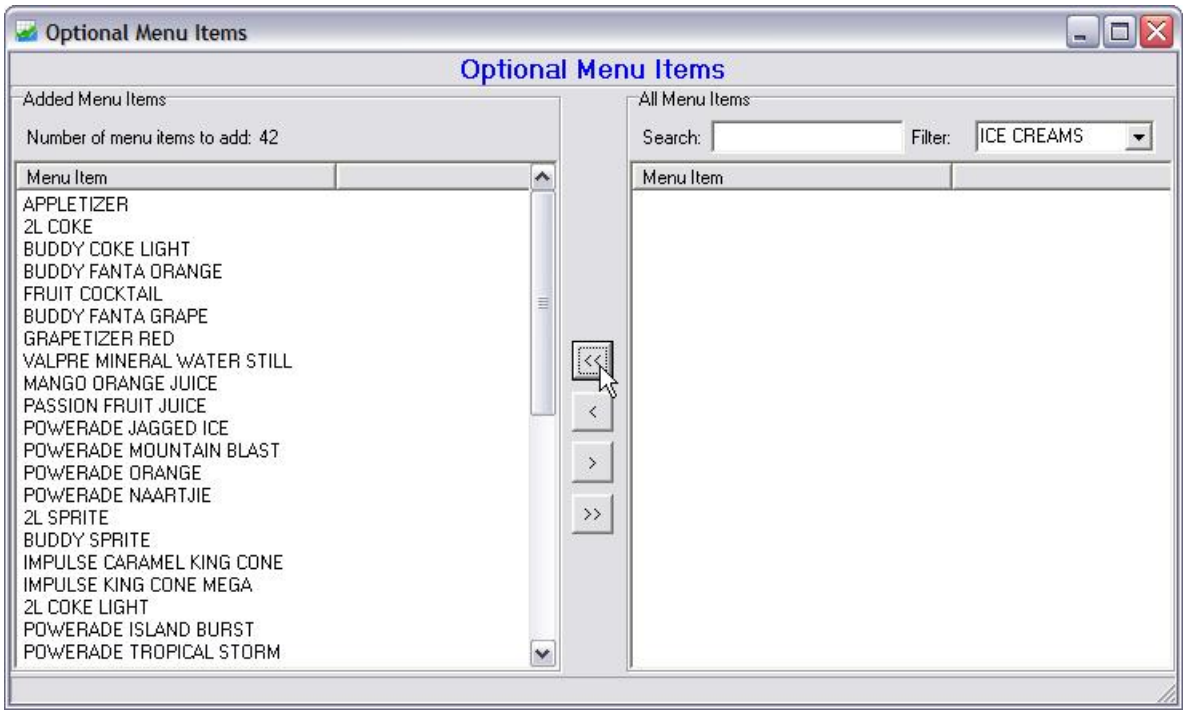
To select a series of items in a row, click once on the first item and while holding **Shift** on your keyboard, click on the last item. This will select all items in between the first selected and the last selected.

With the desired items selected, you may now choose to enable or disable the 'Optional In Use' setting for all selected at the same time. To enable the selected optional items, click on the single left arrow, as seen in the example below:



Items moved to the left have been highlighted

To quickly and easily enable 'Optional In Use' for all items shown in the filter on the right, simply click the double left arrow, as seen in the example below:



Keep in mind that the **Search** filter only affects the list of items on the right, the list on the left will show all optional menu items that are currently included in your menu.

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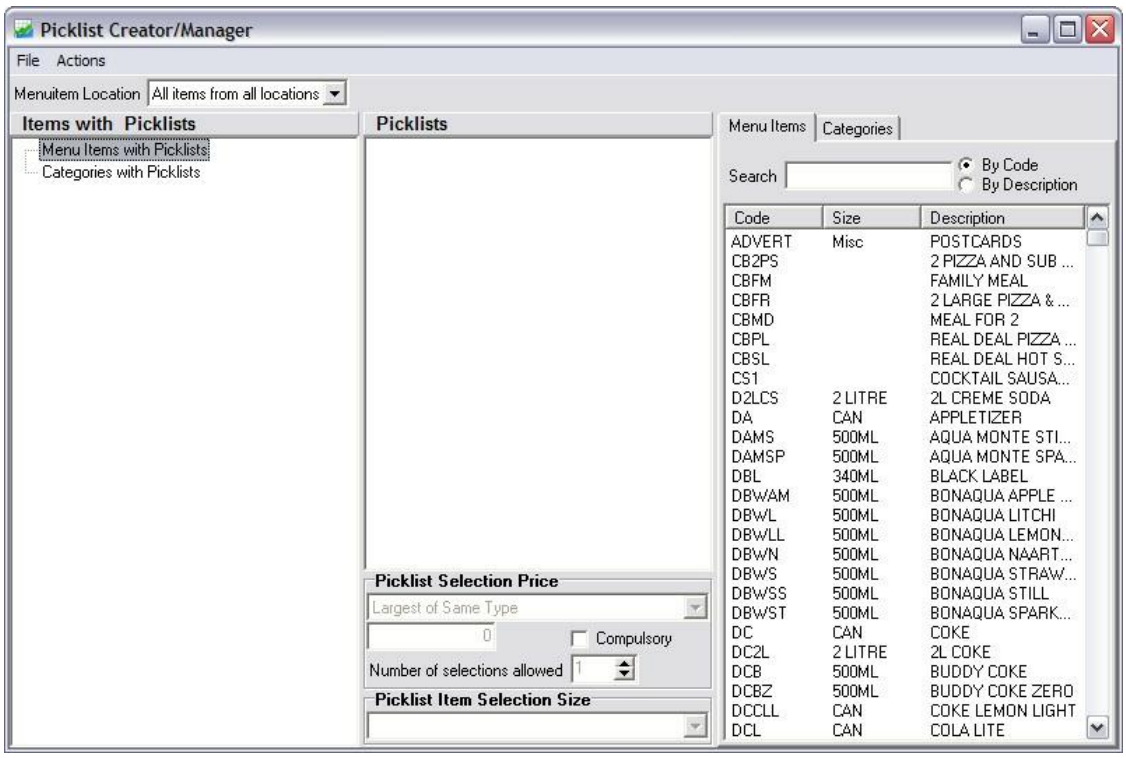
6.6.5 Picklists

With certain menu items, the customer may have various options relating to the specific item they chose. For example: with a breakfast, they could have the eggs soft or hard boiled, a choice of vegetables or mashed potato, etc. This is done by creating a customized list of options, and assigning that list to a menu item. A picklist may also be assigned to a category, allowing *Invoicing* to display the desired picklist once any menu item in that category is rung up. These lists of options, or **Picklists** can be set up here.



Items With Picklists (left panel) - This displays a list of menu items and menu categories that currently have picklists assigned to them.

Picklists (center panel) - This displays a list of picklists that are currently available to assign to a menu item. With picklist-specific options at the bottom.

Picklist Selection Price - By selecting one of these three options, you may choose how the items in this picklist are charged for.

Compulsory - Inside *Invoicing*, it is possible to cancel a picklist, allowing only the parent item to be rung up on it's own. By selecting this option, the menu item will only be added if the picklist is completed as well.

Number of selections allowed - If you have multiple options inside this picklist, and the customer has an option to choose two or three of them, set the number of available selections here.

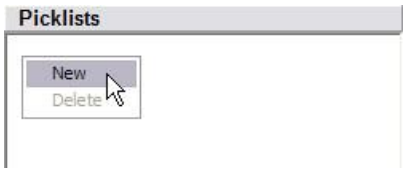
Picklist Item Selection Size - Seeing as an entire category may be specified in a picklist, as you will see further down, you may specify only a certain size group inside that category to be available. This will be described in more detail further on.

Menu Items / Categories (right panel) - This contains a list of menu items and menu categories that can be assigned to a picklist. The **Menu Items** can be searched by entering either the unique item code, or by the description.

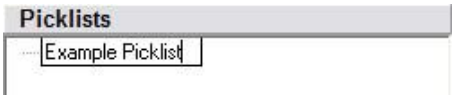
For more information, see the section on **Menu Item Codes and Descriptions** 119.

Creating a New Picklist

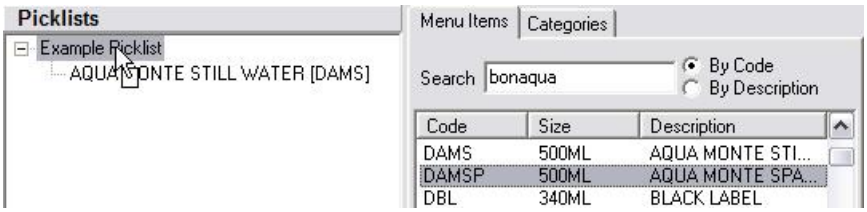
To begin, you will need to right-click in the **Picklist** column and select **New**, as seen below:



By doing so, this creates a picklist called 'New Picklist'. This should now be highlighted. To change the name, simply left click on the name again. You should now be able to edit the picklist name. Type in the desired name, and press **Enter** on your keyboard, as seen below:



To add menu items to the picklist, click and drag the desired menu item from the **Menu Items** list onto the new **Picklist** and then let go of the mouse button. Take note of the mouse pointer, as seen below:



Entire Menu Categories can also be included in a picklist. To add a category, switch from the Menu Items list to the Categories list by using the tabs at the top. Once on the category list, you may add the category to the picklist the same way as the menu items.

Adjusting Picklist Pricing

If the items in the picklist need to have a price assigned, this can be done in the bottom of the **Picklist** section of the window, as seen below:

The drop down list has the following options:

- **Largest of Same Type** - Selecting this option, will set the price of all menu items in this picklist to be the same as the highest price of any item in that same category.
- **Same Price as Selected Menu Item** - This option will leave the price of the menu item the same as if it was rung up on it's own.
- **Override Price** - This will give you an option to select a price to override the charge to.

The option below the drop down list (currently show **-1** in the above screen shot), will only be available with 'Override Price' selected. Use this field to enter the desired price for each item in the selected picklist.

Selecting Size Filter

If you include a category instead of individual menu items, you can narrow the available options further by specifying a size as well. This will only work if the menu items in a selected category have sizes assigned to them.

The size setting will only affect the category currently selected inside the picklist. For more information, see the section on **Menu Item Sizes** 120.

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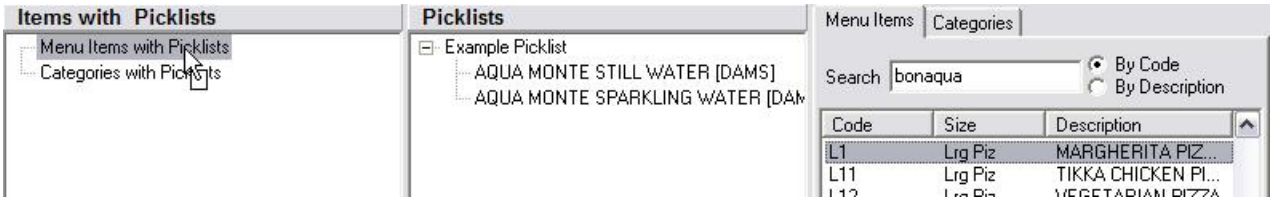
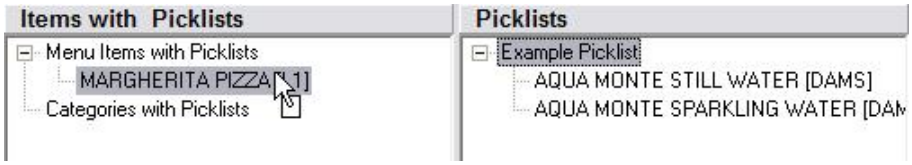
Assigning a picklist to a menu item

Firstly, you will need a menu item to assign the picklist to. Select the desired menu item from the list on the right hand side, and click-and-drag that item to the left hand side. Release the mouse button when the cursor is over **Menu Items With Picklists** , as seen below:



Once the item is added to the **Items With Picklists** sections, you can now assign the picklist to the item. Click and drag the desired picklist from the **Picklists** column to the **Items With Picklists** column, as seen below:



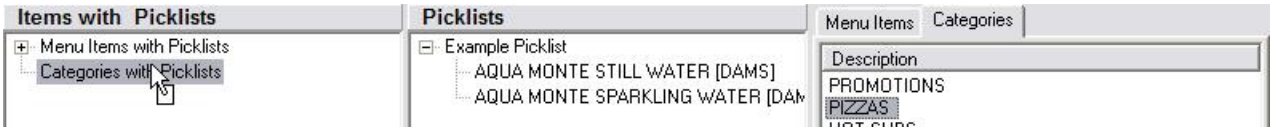
In the end, you should see the following structure under the **Items with Picklists**:

In the above example: From *Invoicing* whenever the selected menu item is rung up, a picklist called 'Example Picklist' will prompt for a 'Sit Down' or 'Take Away' instruction to be.

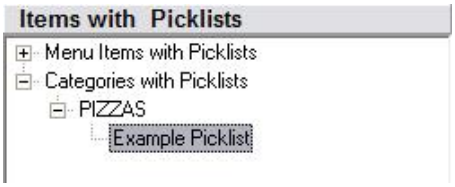
Assigning a picklist to a menu category

As with assigning a picklist to menu item, we can also assign a picklist to a category. Doing so will automatically apply the same picklist to all menu items included in that category.

Firstly, change the list on the very right to display the categories, then click-and-drag the category over to the **Items with Picklists** column on the left. Release the mouse button once the mouse pointer is over **Categories with Picklists**, as seen below:



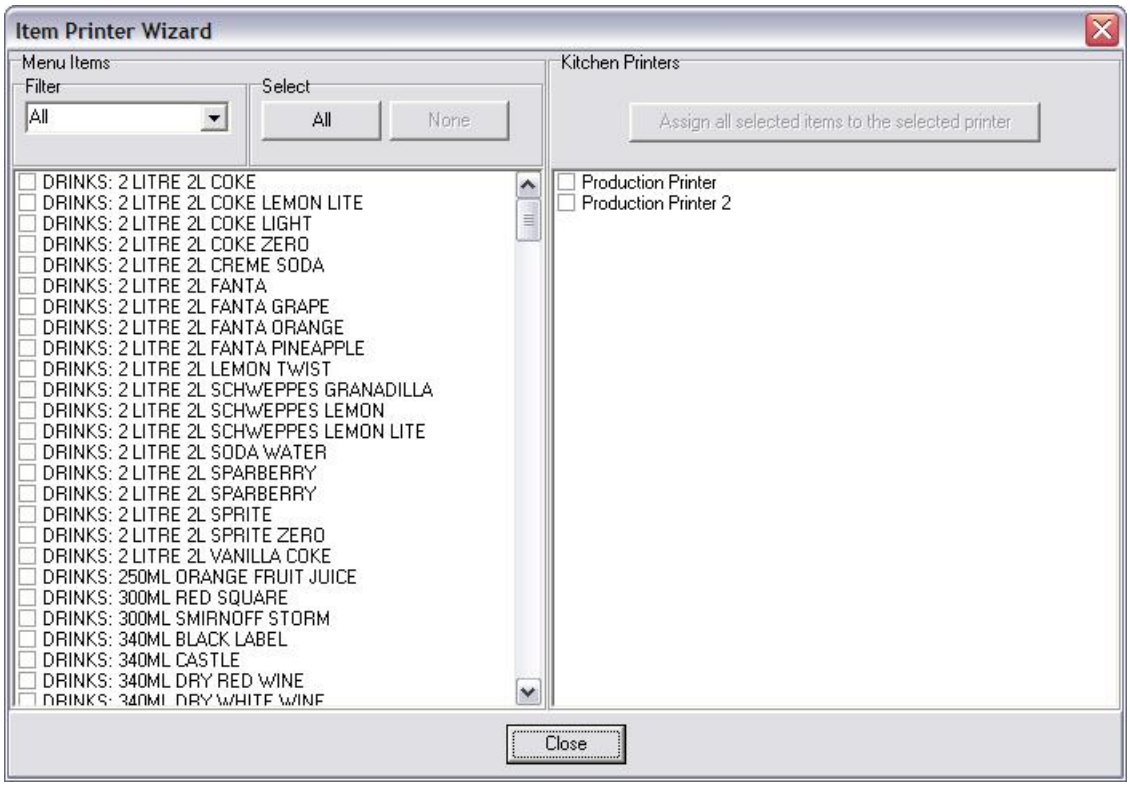
You can now assign the picklist to the category on the left. This is done by dragging the picklist from the middle **Picklists** column over to the category that has just been assigned to the **Categories With Picklists** on the left. Resulting in a similar structure to what is shown below:



6.6.6 Kitchen Printer Wizard

The **Kitchen Printer Wizard** is used to specify which production printer (otherwise called a 'kitchen printer') each menu item will print to. When an item is rung up inside *Aura Invoicing*, two print commands are sent: one for the customer's slip, and another for the production slip. The Kitchen Printer Wizard picks up the production slip print command, and sends each menu item to the production printer (according to the list set here).

A menu item may be set to print to more than one production printer, or no production printer at all. But it is recommended that all items are sent to the production printer (or at least one if you have multiple kitchen printers).


Item Printer Wizard
Menu Items
Filter
All
Select
All
None
Kitchen Printers
Assign all selected items to the selected printer
DRINKS: 2 LITRE 2L COKE
DRINKS: 2 LITRE 2L COKE LEMON LITE
DRINKS: 2 LITRE 2L COKE LIGHT
DRINKS: 2 LITRE 2L COKE ZERO
DRINKS: 2 LITRE 2L CREME SODA
DRINKS: 2 LITRE 2L FANTA
DRINKS: 2 LITRE 2L FANTA GRAPE
DRINKS: 2 LITRE 2L FANTA ORANGE
DRINKS: 2 LITRE 2L FANTA PINEAPPLE
DRINKS: 2 LITRE 2L LEMON TWIST
DRINKS: 2 LITRE 2L SCHWEPPES GRANADILLA
DRINKS: 2 LITRE 2L SCHWEPPES LEMON
DRINKS: 2 LITRE 2L SCHWEPPES LEMON LITE
DRINKS: 2 LITRE 2L SODA WATER
DRINKS: 2 LITRE 2L SPARBERRY
DRINKS: 2 LITRE 2L SPARBERRY
DRINKS: 2 LITRE 2L SPRITE
DRINKS: 2 LITRE 2L SPRITE ZERO
DRINKS: 2 LITRE 2L VANILLA COKE
DRINKS: 250ML ORANGE FRUIT JUICE
DRINKS: 300ML RED SQUARE
DRINKS: 300ML SMIRNOFF STORM
DRINKS: 340ML BLACK LABEL
DRINKS: 340ML CASTLE
DRINKS: 340ML DRY RED WINE
Production Printer
Production Printer 2
Close

Menu Items

- **Filter** - Select a category to filter the menu item list by. Take note that this list will only display items that are NOT currently assigned to any production printers.
- **Select**
  - Click on the **All** button to select all items in the current category filter.
  - Click on the **None** button to deselect all items. This is only available once an item has been selected.
- **Menu Items List** - Below the filter is a list of all menu items matching the currently selected category filter.

Kitchen Items

- **Assign all selected menu items to selected printer** - This button is used to complete the assigning process, and is only available once menu item(s) and kitchen printer(s) have been selected. This will be described further down.
- **Production Printer List** - Below the assign button is a list of all available production printers.

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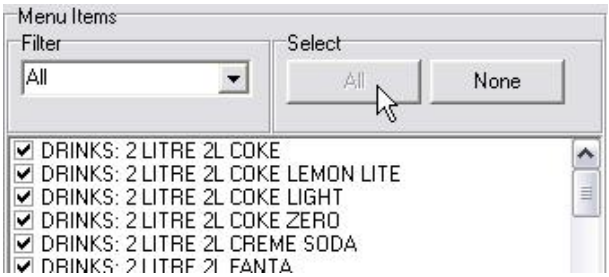
Alternative Ways to Select Menu Items

To select menu items individually, click in the box to the left of the menu items, as seen below:

In order to select all items in a certain category, select the desired category from the drop down list, and then click the **All** button, as seen below:

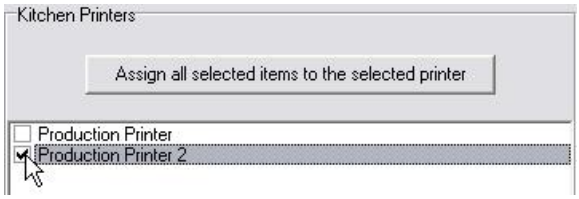


Notice how the None button is not available when no items are selected, just as the **All** button is not available if all items are already selected. This is a quick and simple way to see if all items within the current filter are selected or not; especially handy if the list is too long to fit on one screen.

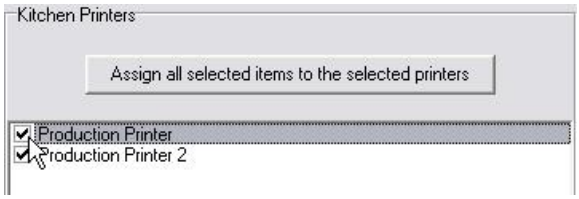
To select all items in the complete menu, change the category filter back to **All** and then click on the **All** button. This will select all items in all categories.

Assigning Selected Items to Printers

Once the desired items are selected, the next step is to select the printer that those items need to print to. This may be one printer, or more than one printer, as seen below:



One printer selected



Two printers selected

Once the printers have been selected, click the button above to assign the items. This will assign the selected item (or items) to the selected printer (or printers), after which the assigned items will be removed from the list on the left.

Repeat this process until all required menu items have been assigned to the desired printers. Once all items are assigned, the list on the left should be cleared out.

6.6.7 Items Per Report Group

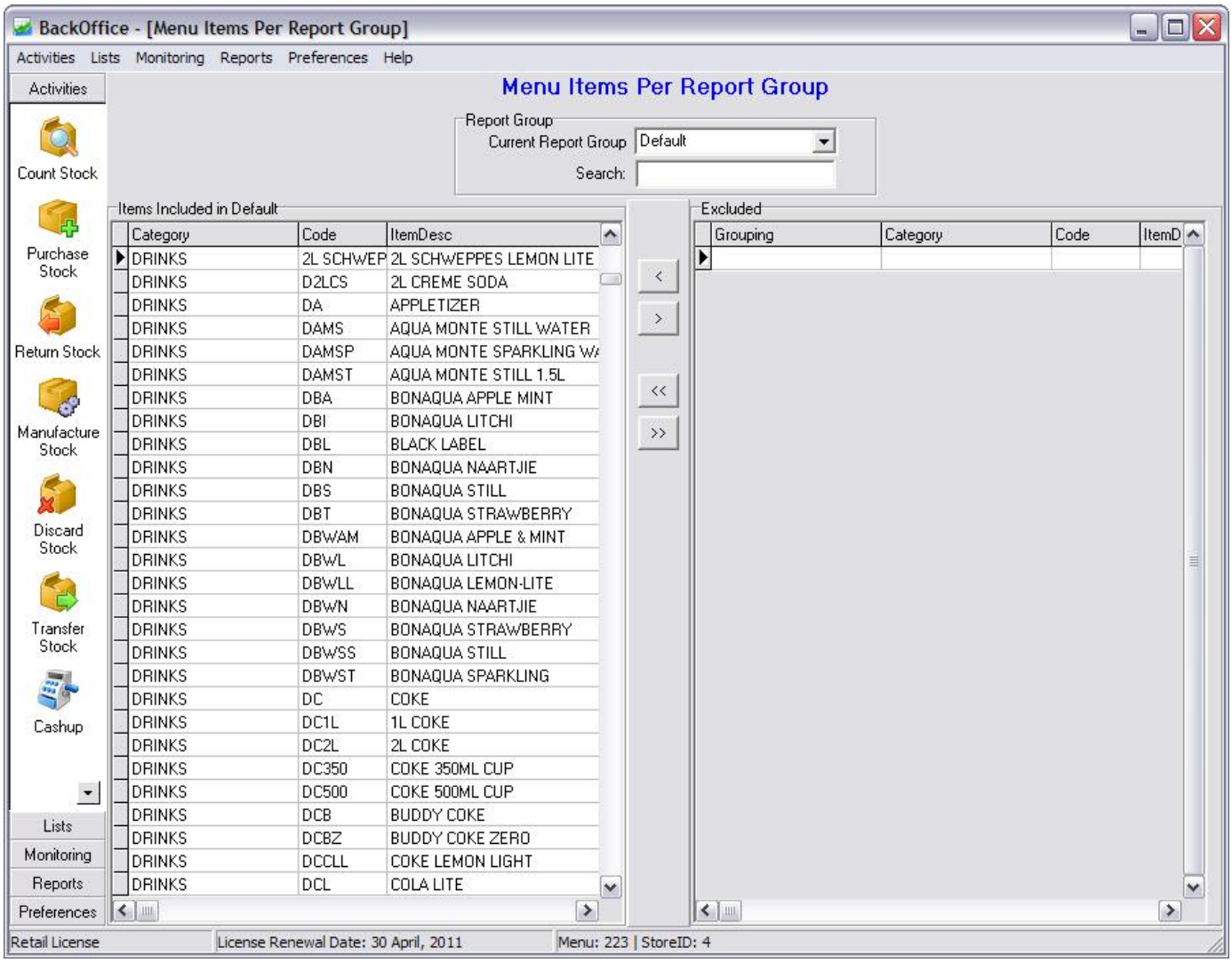
Report Groups allow more versatility in the summary reports; when viewing reports, you will notice certain reports have a second option in the menu labelled as "*<report name> By Report Group*". Aimed mainly at combo-stores; one beneficial feature of separate report groups is the ability to have different **Royalty Percentages** for each report group.

For more information, see the section on setting **Royalty and Advertising Percentages** 200.

Your *Aura* system must have at least one **Report Group** set up before this feature is available. Currently, this must be done by the option found in **Lists** > **Menu** > **Items** under the tab labelled "Other". For more information, see the section on **Menu Item Report Groups** 130.

Working With Report Groups

When using the **Items Per Report Group** option, you will see a screen similar to the following:



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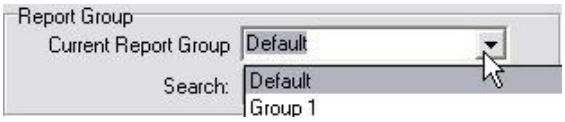
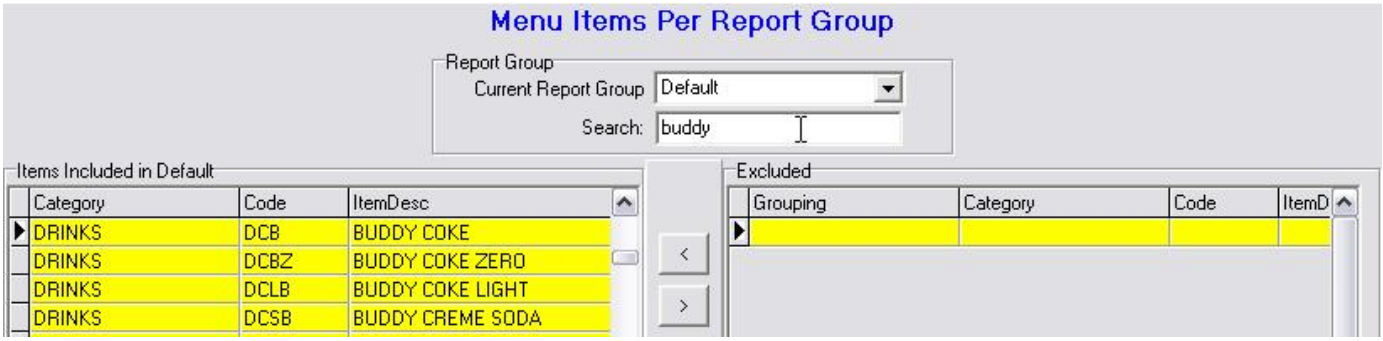
Report Group

The upper-most section of this window has you main features:

Current Report Group: By clicking on the down-arrow here, you may select the report group you wish to edit; as seen below:



Search: In order to simplify the process of assigning items, you may also type in a word to search for. This will filter both the *included* and *excluded* list of items for the report group; as seen in the image below:



- *Items Included in <report group>*
  The list on the **left hand side** of this window is a list of items that are currently *included* in the selected **Report Group**.
- *Excluded*
  The list on the **right hand side** of this window is a list of items that are currently *excluded* from the selected **Report Group**.
- *Central Toolbar*
  The vertical toolbar in between the *Included* and *Excluded* lists contains tools that you will require for including and excluding items from groups. Keep in mind that these buttons will work within the search filter. This means that using the **Include All** (double arrow to the left) or **Exclude All** (double arrow to the right) buttons will only move items that are visible after using the search filter.

6.6.8 Items Per Sales Location

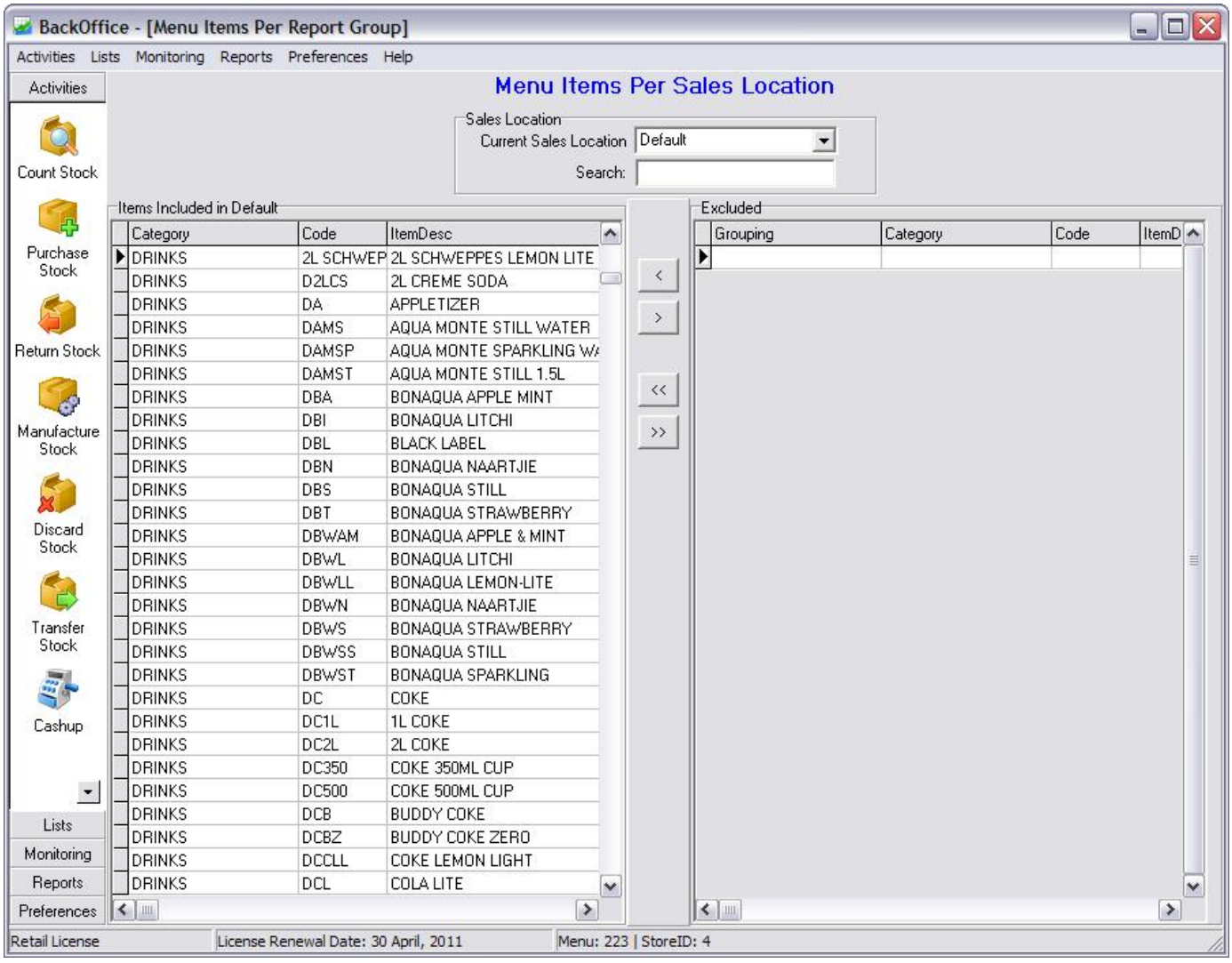
A sales location specifies the **Stock Location** that the recipe ingredients are taken from. This feature is only really helpful in the case of either a combo-store, or if the stock in your store is counted and managed in two separate stock locations.

As the **Sales Locations** options link menu items to **Stock Locations**, these locations must exist in your *Aura* system before continuing. For more information, see the section on **Stock Locations** 157.

In order for this feature to function correctly, keep in mind that the stock items used in a particular menu item must be included in the stock location in question. For more information, see the section on **Stock Items per Location** 159.

Working With Locations

When using the **Items Per Sales Location** option, you will see a window similar to the following:



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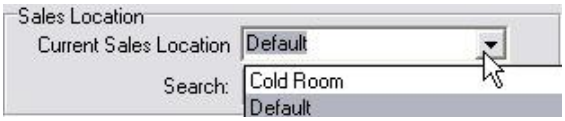
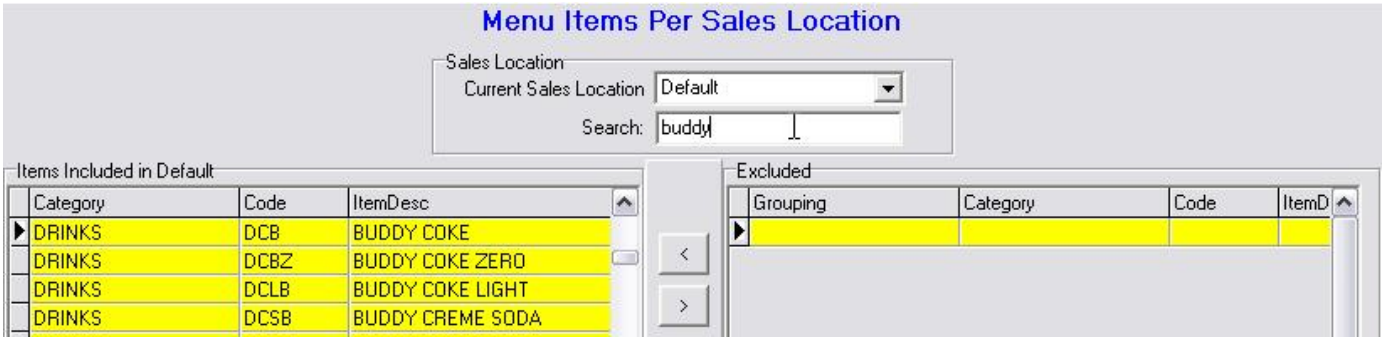
Sales Location

The upper-most section of this window has you main features:

Current Sales Location: By clicking on the down-arrow here, you may select the sales location you wish to edit; as seen below:



Search: In order to simplify the process of assigning items to sales locations, you may also type in a word to search for. This will filter both the *included* and *excluded* list of items for the selected location; as seen in the image below:



- *Items Included in <location>*
  The list on the **left hand side** of this window is a list of items that are currently *included* in the selected **Sales Location**.
- *Excluded*
  The list on the **right hand side** of this window is a list of items that are currently *excluded* from the selected **Sales Location**.
- *Central Toolbar*
  The vertical toolbar in between the *Included* and *Excluded* lists contains tools that you will require for including and excluding items from locations. Keep in mind that these buttons will work within the search filter. This means that using the **Include All** (double arrow to the left) or **Exclude All** (double arrow to the right) buttons will only move items that are visible after using the search filter.

6.7 Stock

The **Stock** menu contains the features necessary for stock maintenance. Just as the stock items are used in recipes for the menu items, they are also used in recipes for manufactured stock items. It is essential to ensure that the stock items are set up correctly for these functions to operate accurately.

If your store operates independent of a franchise group, you will need to use this section to build a stock item list for your brand. These stock items will thereafter be used in building a menu system for your store.

In cases where a menu is downloaded through Aura Enterprise Client (AEC), the majority of features in this area of the application will be locked to prevent unwanted changes. You may still browse and search through any area of the menu design, however only certain details will be available for you to manually alter.

Extra stock control features are located outside of the **Stock Menu**, amongst others these include the **Stock Take** and the **Purchase Stock** function. These can be found under the **Stock** section of the **Activities Menu**. For more information, see the section on **Active Stock Control** 37.

For more information, see the relative topic below:

- **Stock Categories** 147
- **Stock Items** 148
- **Stock Locations** 157
- **Items per Location** 159

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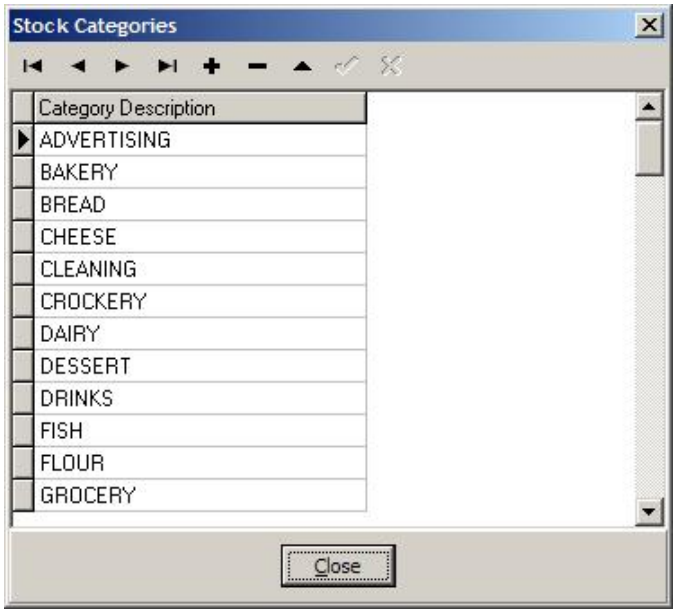
6.7.1 Categories

As with the **Menu Items**, the **Stock Items** are also grouped by categories. The categories are set to simplify searching stock items for active stock control and maintenance. This window provides an interface to manage the stock categories list, as seen below:

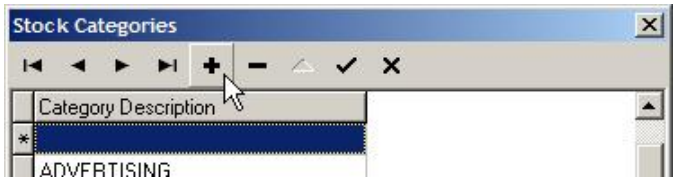


Toolbar - For more information, see the section on **Navigating Records** 24.

Category Lists- Lists all currently available stock categories.

Adding and Removing Categories

To add a new category, click the + button. This will insert a blank line for you to enter a name for the new category, as seen below:



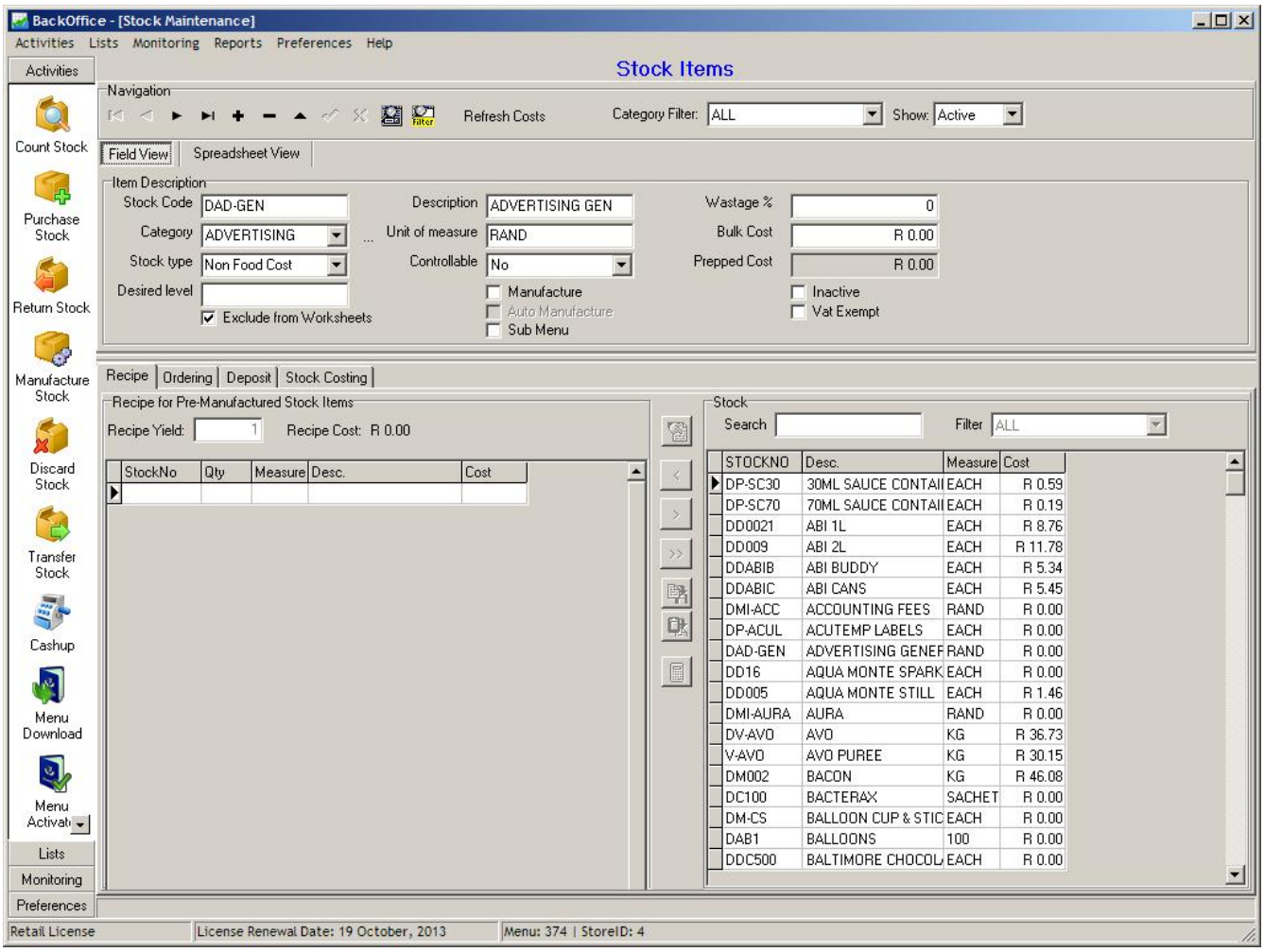
After entering the name, click the ✓ button to activate the category.

If you need to remove a category, click on the desired category and click the − button.

A category can only be removed if there are no stock items assigned to it, whether active or inactive. If you try to remove a category that still contains stock items, you will be presented with an error message stating "This code is in use and cannot be removed".

6.7.2 Items

The **Stock Items** screen is used to maintain your currently active and inactive stock items. If you maintain your own stock items, for example: adding or removing your own items, you will use this screen. If your store downloads a menu from a head office store, the stock items will be downloaded alongside that menu; in this case you will not be able to change many of the settings you see here.



Keyboard shortcuts can now be used to navigate to the previous or next stock item in the current filter.

- **Alt + left arrow** to move to the previous record.
- **Alt + right arrow t**o move to the next record.

Navigation Toolbar

Locate Specific Record - This option will open the locate field value window.
For more information, see the section on **Navigating Records** 27.

Filter Dataset - This opens an advanced data filter, showing only the menu items fitting the criteria specified.
For more information, see the section on **Dataset Filter** 28.

Refresh Costs - This button forces a refresh of all the calculations for the stock costing. Clicking this button will update all stock items with their last known purchase price, overriding any manual price settings or price errors.

Before BackOffice refreshes the stock item costs, it does a quick check to see if any items will cause errors in the update. If any are found, a message such as the following will be displayed.

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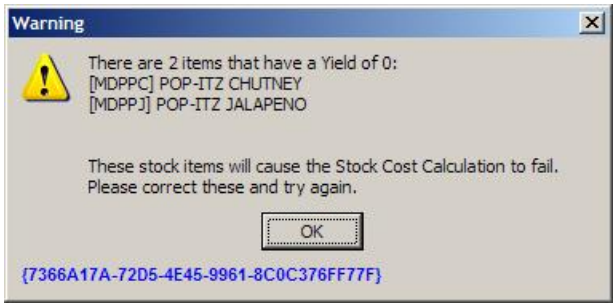
Warning
There are 2 items that have a Yield of 0:
[MDPPC] POP-ITZ CHUTNEY
[MDPPJ] POP-ITZ JALAPENO
These stock items will cause the Stock Cost Calculation to fail.
Please correct these and try again.
OK
{7366A17A-72D5-4E45-9961-8C0C376FF77F}

In this scenario the stock costs will not be refreshed until the problematic stock items have been fixed. Generally speaking, only incorrectly configured manufactured stock items should ever cause this problem, if this message shows normal stock items in the list, please leave the message on-screen and contact the Aura Helpdesk for assistance.

Category Filter - The category filter is used to filter the menu items that are displayed. This will not change any menu items, this will only restrict the items that are displayed for the current session.

Show (Active / Inactive) - This filter is used to show either the currently active or inactive items only.

Item Description

Stock Code - This code is the identifying code for the stock items and must be unique to each stock item.

Category - Displays the stock category that the currently selected stock item is assigned to.

Click the button next to the drop down list to access the **Stock Categories** 147.

Stock Type - Displays whether the currently selected stock item is a 'Food Cost' or 'Non Food Cost' item. Food cost items will be treated differently to the non food cost items in certain sales reports. This will be explained in each report affected by the stock item pricing.

Desired Level - Enter the desired level of stock o be kept on hand at any given point in time. This feature works hand in hand with the *Stock Issues* report as well as the *Order Manager* application, with a more detailed description found under each section.

Exclude from Worksheets - Selecting this option will remove the selected stock item from your stock take worksheets and stock takes, regardless of whether it is marked as a controllable item or not.

Description - Displays the full description for the selected stock item. This description will be used to locate and display the stock items in every list of stock items in the *Aura* system and reports.

Unit of measure - This field identifies the counting method for the selected stock item. Ensure that the unit of measure used is optimal for correct stock calculations, this will affect the flow of this stock item through purchases, returns, recipes, and stock takes amongst others.

If a stock item's unit of measure is changed, you will need to ensure that all required recipes, stock takes and purchases that use the affected stock item are also updated.

Be careful when changing the unit of measure as it will take at least one full life cycle of the selected stock item to ensure that all the information linked to the affected stock item is updated correctly.

A 'Stock Item Life Cycle' is a full circulation of the stock item, as described below:

- This begins with the purchase (to update the purchase price per unit of measure)
- Followed by a stock take (to update the stock on hand value)
- Followed finally by a refresh of the menu items (to update the cost of sale vs margin percentages)

Keep in mind any reports run for the period before the unit of measure was changed will NOT show the updated information, as the trading information before the point when everything was updated was calculated using the old unit of measure.

Controllable - This setting will only affect your stock take functions. You may use this feature to set which items show on your controllable-only stock take, and which don't.
For more information, see the sections on **Controllable Stock Take Worksheet** and **Controllable Stock Take** 38.

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Manufacture - Selecting this options marks the selected stock item as a manufactured item, as opposed to a purchased item. This will change the behaviour of this item in many stock-related areas of *Aura*.

An item that is marked as 'Manufacture will not be available for a stock purchase, this item will only be available from the **Manufacture Stock** screen.

An item that is not marked as 'Manufacture' will not be available for manufacture, this item will only be available from the **Purchase Stock** screen.

Auto Manufacture - The auto manufacture feature was implemented to simplify the manufacture process on some items. This involves a slightly different approach to stock items selected as auto-manufacture items, for instance: these items cannot be purchased or manually manufactured, their stock usage is calculated as required by the menu items sold.

For **Auto Manufacture** to calculate the stock to be used, it must first have a master recipe saved. For more inf ormation, see the section on **Manufactured Stock Recipes** 154.

There are some very important points to keep in mind before using this feature though, as the process is different to the standard manufacture process. These differences are outlined below:

- The selected stock items are not manufactured manually through the **Manufacture Stock** screen.
- The amount of stock automatically manufactured, will only cover that required by the items using this item that are sold. It does not account for manufacturing extra stock.
- Automatically manufactured stock will **not** show up on the **Stock Manufacture Exceptions** report.
- Automatically manufactured stock will show on the **Stock Variance** report under the 'Net Stock Movement' column.

For more information on ensuring the reports display the correct information, see the section on **Reports Settings** in the **Application Settings** 204.

Sub Menu - A sub menu item is treated in a similar manner to the 'Auto Manufacture' items; these sub menu stock items require a recipe to function correctly. When a 'Sub Menu' stock item is used, *Aura* checks the attached recipe and deducts the set amount of stock where applicable. These items are designed to simplify the design of a menu by eliminating the need to duplicate 3 or 4 standard items over 10 different menu item recipes, as seen in the following example:

In this example, we will work with a standard meal in a restaurant that has a garnish of tomato, lettuce, a few onion rings and some seasoning. If there are 10 different meals that use the same garnish on the side, these aforementioned stock items can be grouped together in the recipe for a sub menu item called 'Garnish'. By doing this, you may now add Garnish to the menu item recipe as opposed to each of the four items in the garnish, Aura Invoicing will automatically fetch the preset stock amounts from each item in the garnish when a meal is processed that requires it.

Wastage %- Displays the average percentage of the stock item that is lost during the preparation of the selected stock item. This will be the difference between the 'Prepped' and 'Unprepped' values shown in the stock takes.

The wastage percentage can be calculated by taking a certain quantity of the item before it is prepared for use, and comparing that to the quantity that remains after is has been prepared.

If you purchase cheese in bulk (unit of measure: KG), and then it is grated in-store. The grating process is referred to as the 'stock preparation process'. While being grated, small amounts of the cheese will fall away and be wasted. If **5kgs** of bulk cheese is prepared, and you come out with **4.75kgs** of grated cheese, this gives a wastage percentage of **5%**.

Bulk Cost - Displays the cost per unit of measure **before** it is prepared. This field is automatically updated from the purchase or manufacture cost of the item.

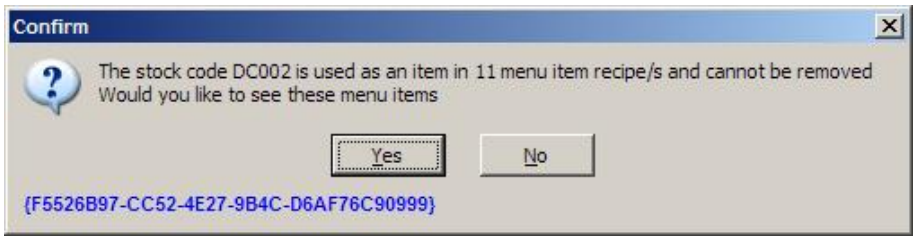
Prepped Cost - Displays the cost per unit of measure **after** preparation. If there is no wastage percentage set for an item (for example, with cans or bottles) this figure will be the same as the **Bulk Cost**.

If the Bulk Cost or Prepped Cost is incorrect and you are unable to edit the value, there is an alternative to updating the stock item cost. The easiest way to find the last known purchase for any stock item is from the Item Details section of the **Count Stock Screen** 39.

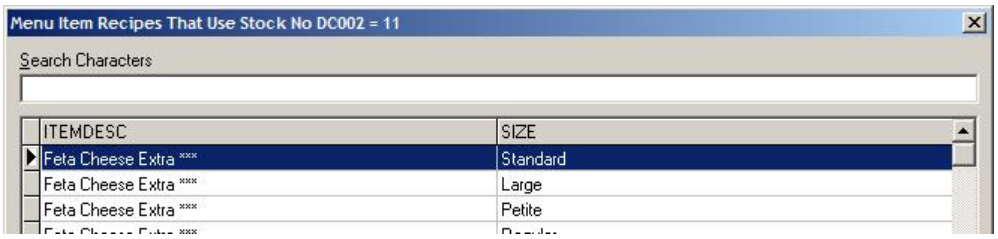
Inactive - Items marked as inactive are items that are no longer in use by the *Aura* system, but which cannot be deleted.

Due to the Aura system's advanced stock control features, a stock item cannot be removed completely from the system if it is still linked to stock purchases, stock takes, menu item recipes and sales, or manufactured item recipes. Allowing this will cause a miscalculation in the affected areas, and therefore cause unexplainable variances and differences in the stock control features.

If a stock item is used in at least one recipe, you will see the following warning when marking this item as 'Inactive':


Confirm
The stock code DC002 is used as an item in 11 menu item recipe/s and cannot be removed
Would you like to see these menu items
Yes
No
{F5526B97-CC52-4E27-9B4C-D6AF76C90999}

At this point, you may click on Yes to see a list of the menu / stock items that use this in their recipe. The length of the menu items list will depend on how many items use this stock item in their recipe, but from the top of the window, you will see something similar to the following:



Alternatively, if you had selected No for this first prompt, this would assume that you want to proceed with making the item inactive. The following prompt will then be displayed:

IMPORTANT: Ensure you have the correct stock item code before clicking on Yes.

Vat Exempt - This options marks the selected stock item as 'exempt from value added tax'.

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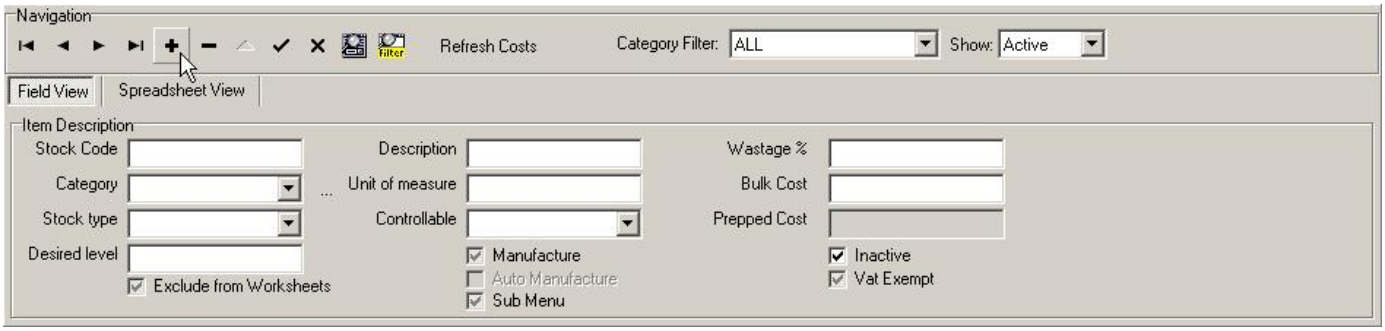
Adding New Stock Items

In order to add a new stock item, click on the button from the top navigation bar, doing so will clear all fields in the **Item Description** section, allowing you to insert the information for the new stock item, as seen below:



After adding all required information in the fields above, you will need to click on the button to save the item. If this item is to be marked as a 'Manufactured Item', keep in mind the stock item must be saved before a recipe can be added for this item. This is done to ensure the recipe and stock item are linked correctly. See the list of topics further below for more information on extra stock item options.

Editing Stock Items

In order to edit a stock item, with the item on screen, click on the button to open the item for editing. This will keep the information currently saved for the selected item and allow you to edit the required information. Once again, you will need to click on the button to save any changes made to the stock item.

Aura will not allow you to change the stock code on an active item, allowing this will cause errors in the menu structure; affecting not only Aura Invoicing but all stock item theoretical sales related reports as well.

If changes require a new item code, this stock item must be marked as inactive and created with a new unique item code. Marking the item as 'inactive' is done by ticking the Inactive box just below the Prepped Cost field. See the main screenshot at the top of this topic for more information.

Extra Stock Item Controls

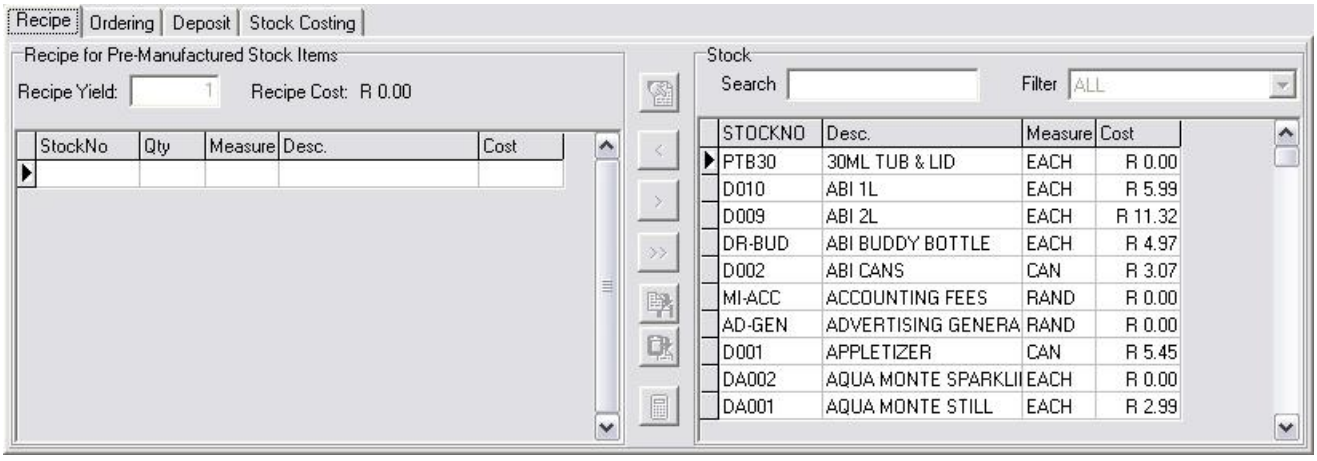
Below the *Item Description* section of this screen, you will find extra options for each stock item. These are located under three different tabs, as seen below:

For more information, see the relative topic below:

- **Recipe** 154
- **Ordering** 156
- **Deposit** 157
- **Stock Costing**

6.7.2.1 Recipe

The **Recipe** tab is used to create the master recipe for a manufactured stock item. This is essential for the correct calculation of the **Auto Manufacture** feature.



The features under this tab will only be available if the selected stock item is marked as either 'Manufacture' or 'Sub Menu'. For standard stock items, there is no need for a recipe.

The **Copy**, **Paste** and **Scale** options are taken directly from the **Menu Item** recipes control. For more details on what these functions o, please see the section on **Copying, Pasting and Scaling Recipes** 126.

Recipe for Manufactured Stock Item

Recipe Yield - This field displays the resultant quantity that the below recipe will create, as per the current stock item's unit of measure.
Recipe Cost - This filed displays the cost of the manufactured item as per the cost of the items included in the recipe below.

Recipe Items List

StockNo - Displays the unique stock item code.
Qty - Displays the quantity of the stock item used in this recipe.
Measure - Displays the unit of measure for the stock item.
Desc. - Displays the full description of the item.
Cost - Displays the cost to store of the specified stock item as per the quantity entered in the recipe.

Centre Toolbar

- Use this button to search for all menu items that have the selected stock item in their recipe.
- Adds the selected stock item to the recipe for the current menu item.
- Removes the selected stock item on the left from the menu item recipe.
- Removes ALL items from the menu item recipe.
- Copies the current recipe to the computer clipboard for later use.
- Pastes the recipe currently in the clipboard into the current menu item.
- Scale all stock item quantities in the recipe by a percentage.

Stock List (The right half of this tab lists all your stock items that can be used in a recipe)

StockNO - Displays the unique stock item code.
Desc. - Displays the full description of the item.
Measure - Displays the unit of measure for the stock item.
Cost - Displays the cost to store of the specified stock item.

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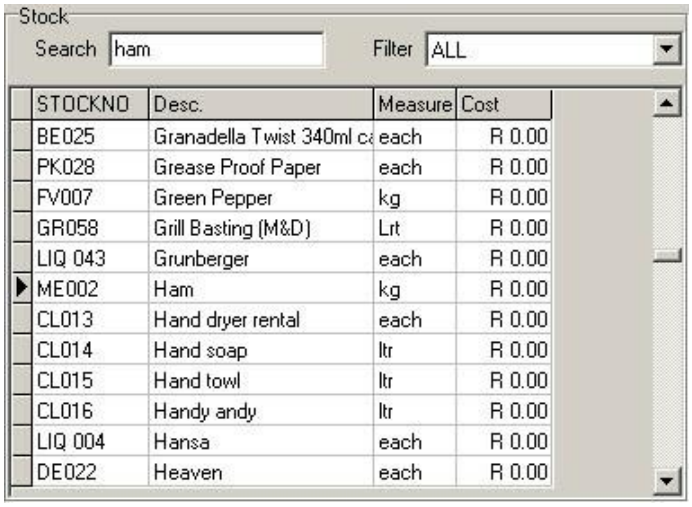
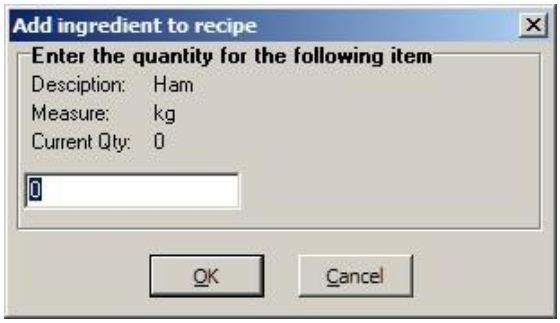
Adding Items to a Recipe

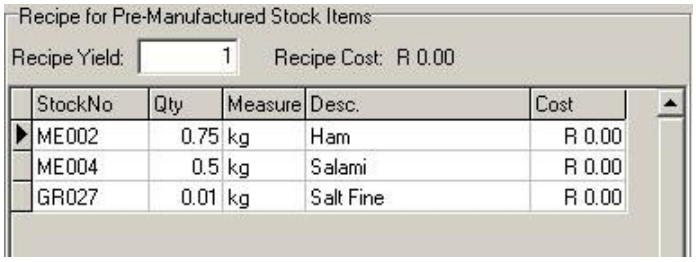
To create a recipe, begin with the *Stock items list* on the right hand side. Search for the desired stock item by typing the description in the 'Search' block, as seen below:


Stock
Search ham
Filter ALL
STOCKNO Desc. Measure Cost
BE025 Granadella Twist 340ml c each R 0.00
PK028 Grease Proof Paper each R 0.00
FV007 Green Pepper kg R 0.00
GR058 Grill Basting (M&D) Lrt R 0.00
LIQ 043 Grunberger each R 0.00
ME002 Ham kg R 0.00
CL013 Hand dryer rental each R 0.00
CL014 Hand soap ltr R 0.00
CL015 Hand towl ltr R 0.00
CL016 Handy andy ltr R 0.00
LIQ 004 Hansa each R 0.00
DE022 Heaven each R 0.00

As you type, the list will update and select the first item matching what you type. Once the desired stock item has been located, you can add it to the recipe by pressing **Enter** on your keyboard, **double clicking** on the stock item, or pressing the < button. Doing so, will present the following window:

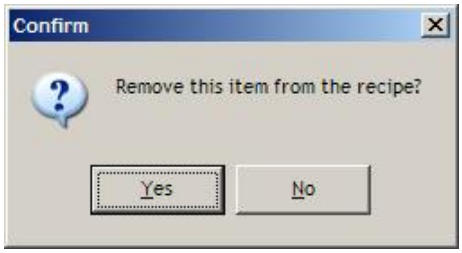


Take note of the **Measure**, and enter the quantity required in the recipe for this item. Press **Enter** on your keyboard or click on **OK** when done. You should now have the stock item in the recipe for the selected menu item, as seen below:


Recipe for Pre-Manufactured Stock Items
Recipe Yield: 1
Recipe Cost: R 0.00
StockNo Qty Measure Desc. Cost
ME002 0.75 kg Ham R 0.00
ME004 0.5 kg Salami R 0.00
GR027 0.01 kg Salt Fine R 0.00

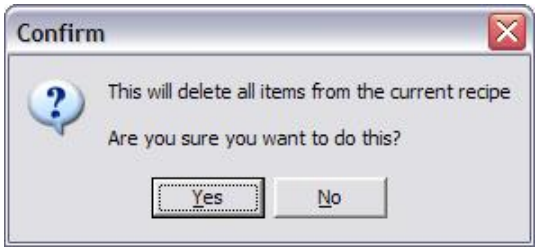
Removing Items from a Recipe

If you need to remove an item from the recipe, select the item from the recipe on the left, and press the > button. This will show the following prompt:



Clearing the Entire Recipe

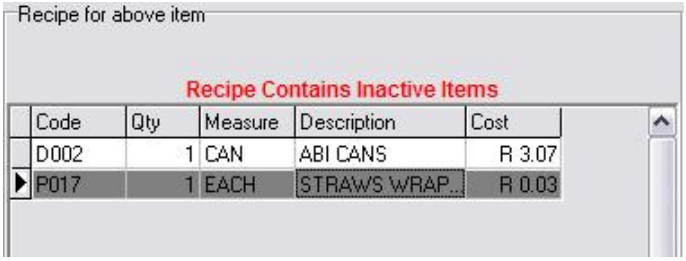
To clear the recipe block and start again, use the >> button. This will bring up the following prompt:



Recipes and Inactive Stock Items

In certain circumstances, especially where menus are downloaded from a central head office, you may find a stock item that was previously used is no longer needed. Once a stock item has been purchased, discarded, or used in a stock or menu item recipe, it cannot be removed completely from the *Aura* system. In a situation such as this, the stock item will be set to **inactive** instead. By this method, the item details are still stored for reporting purposes, but the item cannot be used as it is inactive.

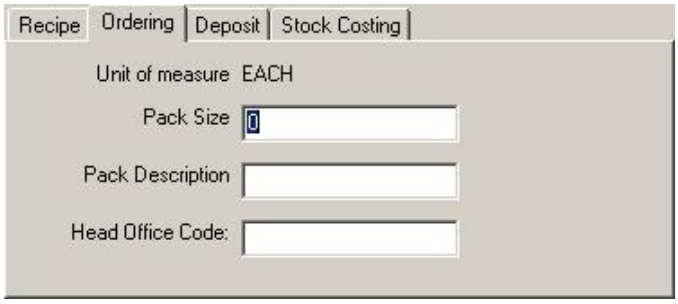
Where a manufactured stock item master recipe contains an inactive stock item, you will see the following warning message:



Notice how the affected stock item itself is highlighted with a grey background. Ideally this stock item should be removed and replaced with the correct item.

6.7.2.2 Ordering

The **Ordering** tab is used to set required order size used by the *Aura Order Manager*.



- **Unit of Measure**
  Displays the selected unit of measure for the selected stock item.
- **Pack Size**
  This figure is the order quantity increment for orders generated by *Order Manager*.
- **Head Office Code**
  This code is used to identify items at your head office branch where the item code may not be the same at all stores.

The **Head Office Code** will not affect anything at a store level, unless your menu download includes these codes, your store would not benefit from having these set.

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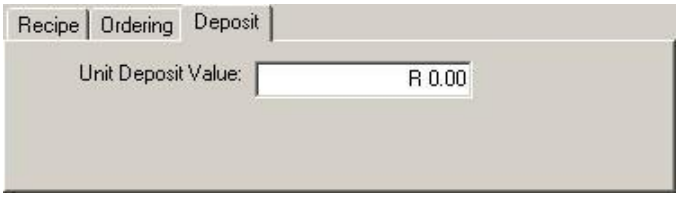
6.7.2.3 Deposit

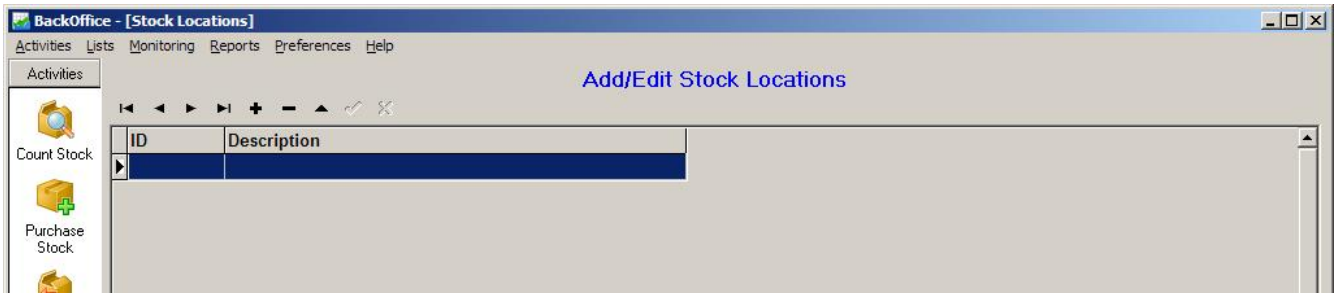
The **Deposit** tab allows you to enter a deposit value for a single measure of the selected stock item. Certain stock items that must be captured in the GRV (Goods Received Voucher) screen, are required to return to the supplier at a later point in time. These suppliers require a deposit on the item while in your possession. One example of these items is a crate from ABI.



The deposit value comes into effect in the GRVs under the **Returns** feature. Returning an item that has a deposit set on it, will credit the store with the required amount per unit returned. Please ensure that the value here is for one unit and not a batch when entered.

6.7.3 Locations

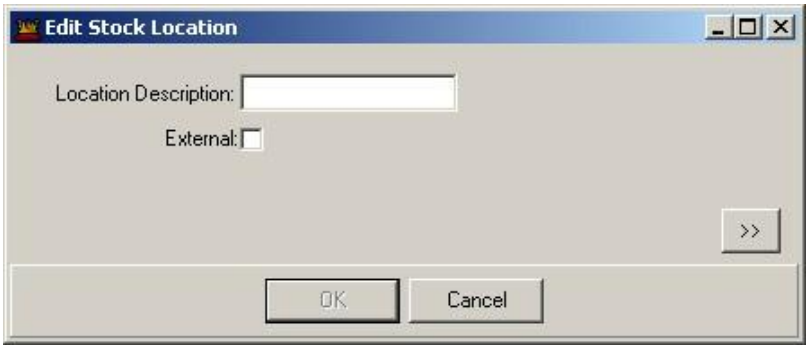
The **Stock Locations** can be used to keep track of stock in multiple stock locations separately. For instance, if you would like to keep track of the cold room stock (meats, dairy products, etc.) and the dry goods (flour, sugar, salt, etc.) separately, you will first need to set up the different locations. When opening the stock locations for the first time, you will be presented with the following screen:



Stock levels of External stock areas will not affect your normal Gross Profit report, in order to see the gross profit for a specific location, you will need to run the Gross Profit by Location report. For more information, see the section on **Gross Profit Report**.

Adding New Stock Locations

In order to add a new location, click the button from the top toolbar. This will present the following window:



Location Description - Use this field to enter a descriptive name for the new category.

External - If so desired, you may set an external location. This will separate the stock in this location from the stock in the default and other internal locations.

Any stock transferred to an external location will not be included in the default reports or calculations for the stock items. Also take note that this option is password protected for extra security.

Button - Clicking this button will display a hidden feature of the stock locations called **Commission**. This feature is no longer in use, and should be removed in the next release of the *Aura* software.

Removing and Editing Stock Locations

To remove a stock location, highlight the stock location and press the button. To edit a location, use the button. Editing a location will bring up the same window as found when creating a new location. Simply change the information you need, and click the **OK** button to save.

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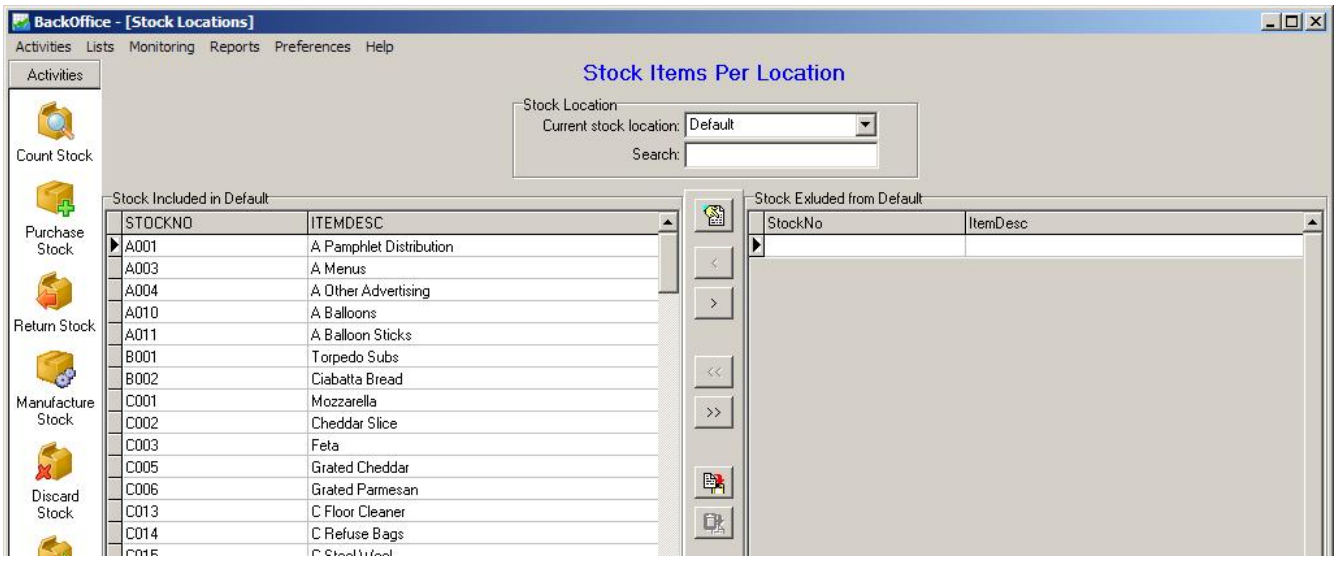
6.7.4 Items per Location

When a second stock location is added, by default it does not have any stock included in the location. This will need to be set up from the **Stock Items per Location** screen. Selecting this option will present you with the following screen:



Stock Location

Current Stock Location - Use this drop down list to select the stock location you wish to edit.

Search - Typing part of a stock item's description or code in this block will filter the lists found below.

Stock Included in <*location***>** - On the left hand side is a list of stock items that are currently included in the selected stock location.

Stock Excluded from <*location***>** - On the right hand side is a list of stock items that are current excluded from the selected stock location.

Toolbar

- Check that all stock items are in their correct stock locations.

Before using this feature effectively, it is important to understand how **Locations** work. Let's look at the following example: we will work with three locations, **Default** (which always exisits), **Alpha** and **Beta**.

If a menu item is in the **Sales Location** "**Alpha**", while the stock items in it's recipe are in either "**Default**" or "**Beta**", this feature will move these stock items into the "**Alpha**" location.

- Includes only the selected stock item on the right into the current location. Same as double-clicking on an item in the 'Excluded' list.

- Excludes only the selected stock item on the left from the location. Same as double-clicking on an item in the 'Included' list.

- Include all stock items in the current location.

- Exclude all stock items from the current location.

- Copy the current list of included stock items to memory.

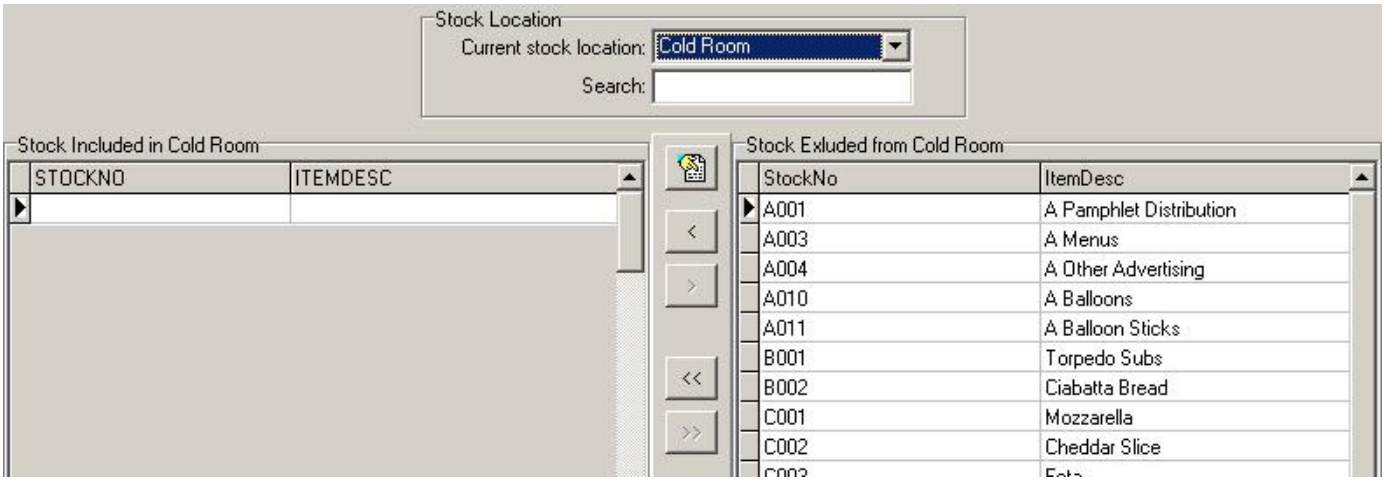
- Paste the previously copied list of included stock items to the currently selected stock location. This will be unavailable until a list is copied.

Editing Contents of Stock Locations

Begin by selecting the stock location you wish to edit. Click on the down arrow next to **Current stock location** to see which are available, as seen below:

If the desired location is not found in the list, you will first need to add it to the stock locations. For more information, see the section on **Stock Locations** 157.

Once the desired location is selected, you will be presented with all items included in the location on the left, and all items excluded from the location on the right. Below is an example of a new stock location, with no stock currently included:



Be careful with including inactive items; these will be shown with a grey background colour.

In the above example, in order to add stock to the 'Cold Room' location, scroll through the list of excluded stock items on the right and look for the items that need to be included in this location. Select the first item, and click on the < button. This will include only the currently selected stock item.

If the stock location is not only for certain types of stock but rather as a bulk storage room, you may also include all stock items. This is done by pressing the << button.

If you wish to remove a stock item from the currently selected location, select the item on the left hand side, and press the > button. This will move only the selected stock item on the left out of the current location.

To remove all items from the current location and start over, use the >> button.

Any changes made here are automatically saved, there is no 'undo' function for editing stock item locations.

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6.8 Expenses

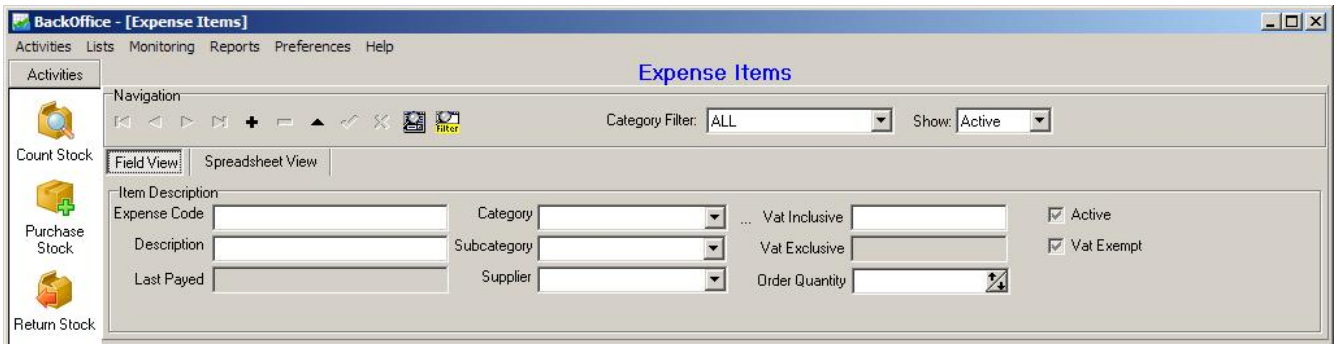
The **Expenses** tracking feature of *Aura* may be used to maintain a log of payments made from the store for non-sales related items. This may be anything from staff transport arrangements, utility accounts, or even repairs and maintenance to in-store facilities (tables and chairs for example).

Before an expense may be captured correctly in *Aura*, first a category must be in place for the expense, and then an expense item for that particular type of expense will need to be added. Once these requirements have been met, you may capture the expense as required.

For more information, see the sections on **Expense Categories** 163, **Expense Items** 161, or **Capturing Expenses** 65.

6.8.1 Expense Items

The **Expense Items** screen gives you an interface to set up and maintain the available expense items.



Toolbar - For more information, see the section on **Navigating Records** 24.

Category Filter - Select a category to filter the items displayed.

Show (Active / Inactive) - Select whether to filter out the currently active or inactive items.

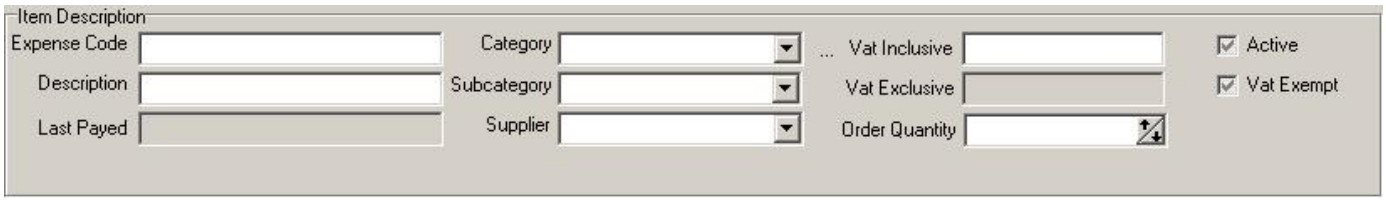
Adding New Expense Items

To add a new expense payment item, click the plus button on the toolbar at the top. This will clear all the fields under the *Item Description* and change the toolbar to display as follows:

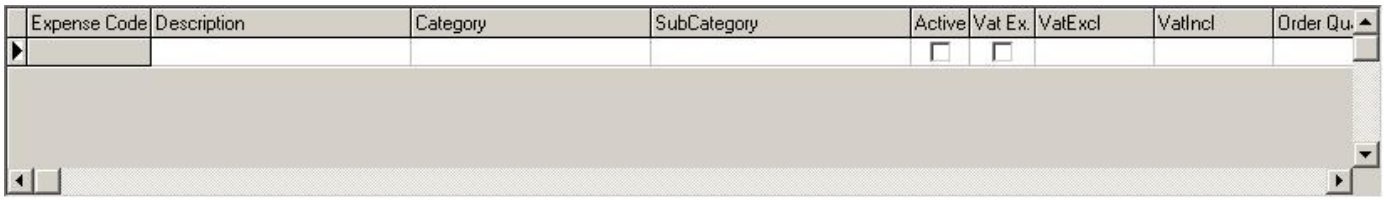
Enter all the necessary fields for the new expense item, and click on the tick button on the toolbar to save the item. See below screen shot for an example:

Field View vs Spreadsheet View

Use this option to switch between the two available display modes for the available expense payment items.



Field View



Spreadsheet View

Expense Code - Displays the unique ID code for the selected expense item.

Description - Displays the name for the selected expense item.

Last Paid (spelling error) - Shows the date that the selected item was last paid for.

Category - Displays the category for the selected item. Click on the ... button next to **Category** to bring up a list of currently available categories. For more information, see the section on **Expense Categories** 163.

Subcategory - Displays the subcategory for the selected item. This is an optional item used for making more specific selections when capturing expense payments. You may leave this field blank if you wish.

Supplier - Displays the supplier of the service for the selected expense.

Vat Inclusive - Enter the cost of one unit of measure for this expense item.

Vat Exclusive - Displays the amount excluding VAT, this figure will work out automatically from the VAT Inclusive amount.

Order Quantity - Select the default quantity for the selected item.

Active - Select whether or not the selected item is active and available or not.

Vat Ex. - Select whether or not the item is VAT exempt or not. If ticked, the item does not have any VAT.

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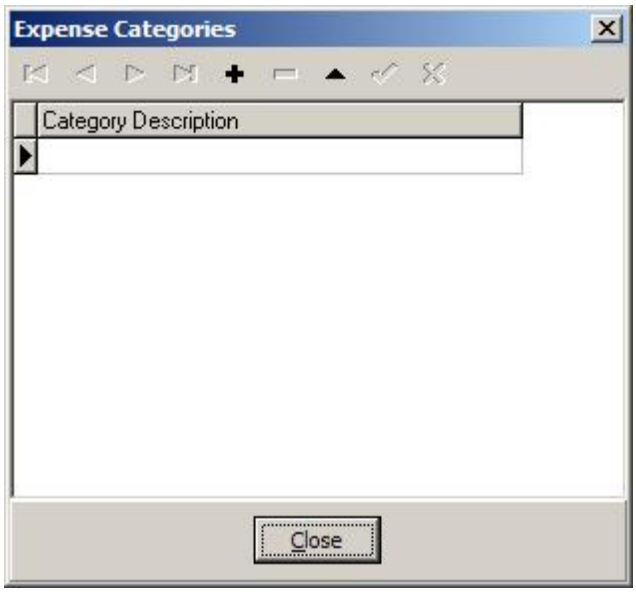
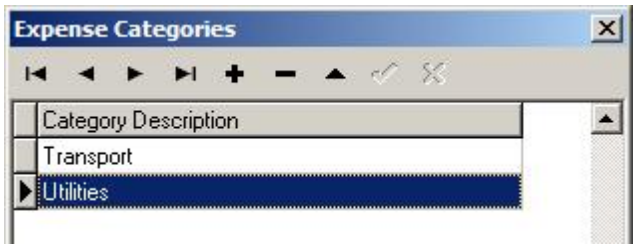
6.8.2 Categories

The **Expense Categories** window is used to maintain categories for your expense records. If you have no expense categories entered, upon opening this feature, you will be presented with the following screen:



Adding New Expense Item Categories

Click on the + button to create a new category, then enter a name for the category and click the ✓ button to save. With categories added, you should see something similar to the following:



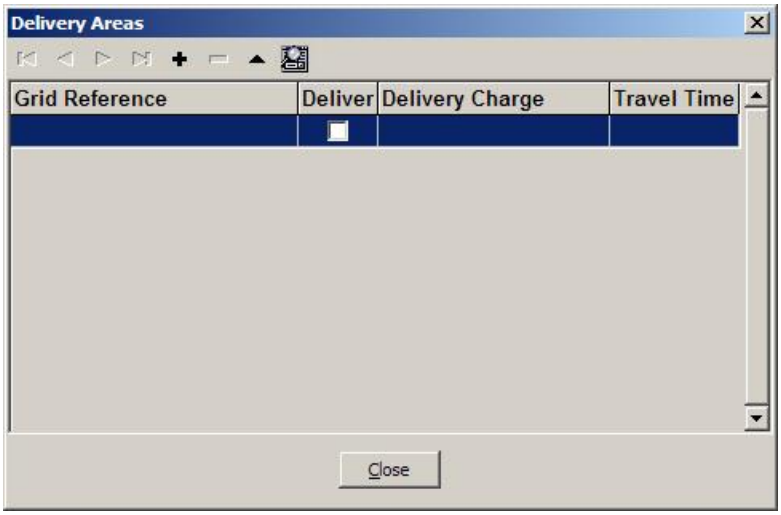
You may now add expense items to the list.

For more information, see the section on **Expense Items** 161.

6.9 Delivery Areas

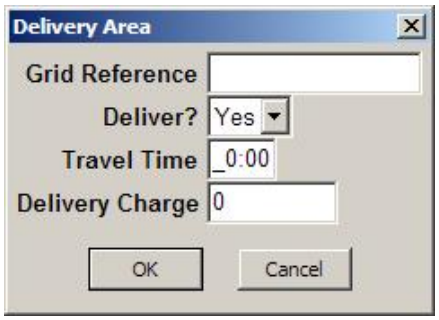
The **Delivery Areas** window is used to set up specific delivery area settings to link to the **Street List**.

This can also be accessed by Lists > Streets, or by clicking on the **Delivery Areas** button inside the **Street List** 165, allowing this same process to be carried out through Aura Invoicing.



Add New Delivery Area Reference

Click on the + button, and enter in the required information.



- **Grid Reference** - Used as a reference from maps.
  If the area is in Column C, Row 6 on the map, enter *C6* in the reference.
- **Deliver?** - Select *Yes* or *No* from the drop down list.
  If *No* is selected, then you will not be able to assign delivery orders to customers in this grid reference.
- **Travel Time** - Enter the average time taken to travel from the store to this location.
- **Delivery Charge** - If the area is outside of your store's free delivery area, then the amount entered in here will automatically be added to all delivery orders in this area. This figure **includes** VAT.

Editing A Delivery Area Reference

If you need to edit a current delivery area, select the delivery area reference from the list and click the ▲ button. After making the necessary changes, click on the **OK** button to save.

If any delivery areas are updated in any way, you will be required to refresh the customer information before the change takes full effect. For more information, see the section on **Updating Customer Statistics** 97.

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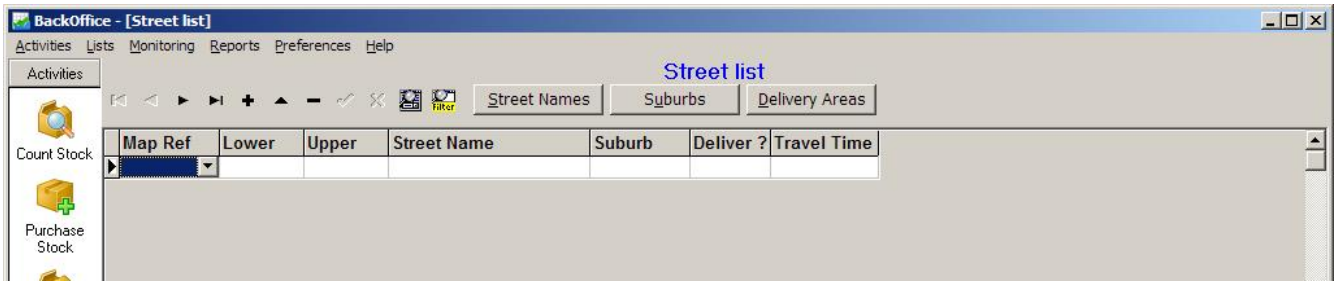
6.10 Streets

The **Street List** contains all the street names and suburb associations for your delivery setup. It is essential that the streets are set up correctly to ensure that the customers can be added without any problems.



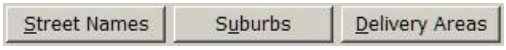
Toolbar - For more information, see the section on **Navigating Records** 24.

- This button will open the "locate field value" window to allow you to search for a street record.

- This option is used to create a filter for the street list. This is described further down in this topic.

Preparing to Add a New Street Reference

Before inserting a new street, there are a few steps to take first. These steps involve setting up the list of **street names**, **suburbs**, and **delivery areas**. These are available by the buttons to the right of the standard toolbar, as seen below:



If the required street name, suburb and delivery area reference is already set up in the Aura system, you may skip this step and move on to Adding Streets below.

Clicking each of these three buttons will take you o a new window in order to set up the required information. The Delivery Areas feature is also available directly from the Lists Menu.

For more information, see one of these three sections: **Street Names** 166, **Suburbs** 167 or **Delivery Areas** 164.

Adding Streets

To set up a street reference with current street names and suburbs, click on the button on the toolbar. Doing so, should present you with a blank line similar to the following:

Map Ref	Lower	Upper	Street Name	Suburb	Deliver ?	Travel Time
	0	0			True	00:00

In the **Street Name** and **Suburb** drop down lists, select the desired name and which suburb it is located in. Then on the **Map Ref** drop down list, select the map reference that the selected street is found in on your map.

Once all the required information has been entered for this street reference, click on the button to save. The **Deliver?** and **Travel Time** fields will automatically update with the information linked to the selected **Map Ref**, as seen below:

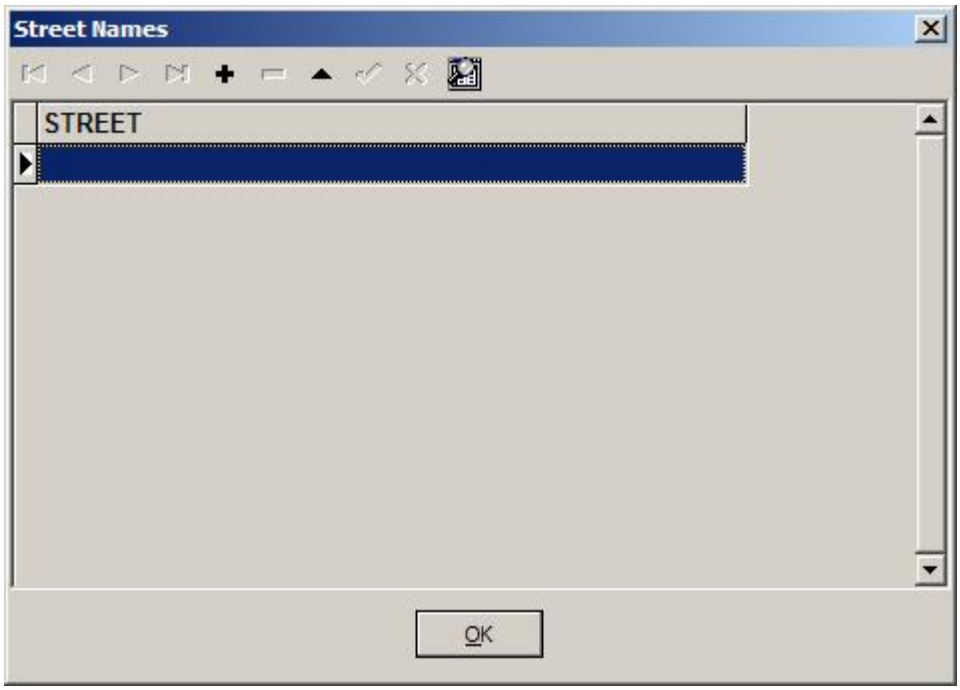
Map Ref	Lower	Upper	Street Name	Suburb	Deliver ?	Travel Time
A1	0	0	Some Street	Some Suburb	True	00:14

Removing Streets

If you need to remove a street for any reason, select the street reference in the list and click on the button. You will only be able to remove a street reference if there are no customers currently linked to the street. If the streets have been set up incorrectly, and you need to merge customers from two street references and remove the incorrect reference, please use the **Street Sweeper**. For more information, see the section on the **Street Sweeper** 80.

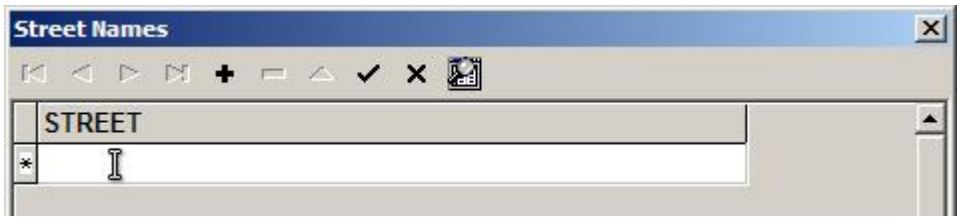
6.10.1 Street Names

Clicking on the **Street Names** button will present the following window:



Adding New Street Names

From this screen click on the button to add a new street, this will allow you to enter in a street name. As seen below:



After entering the name, click on the button and then click on *Close* to return to the **Street List**.

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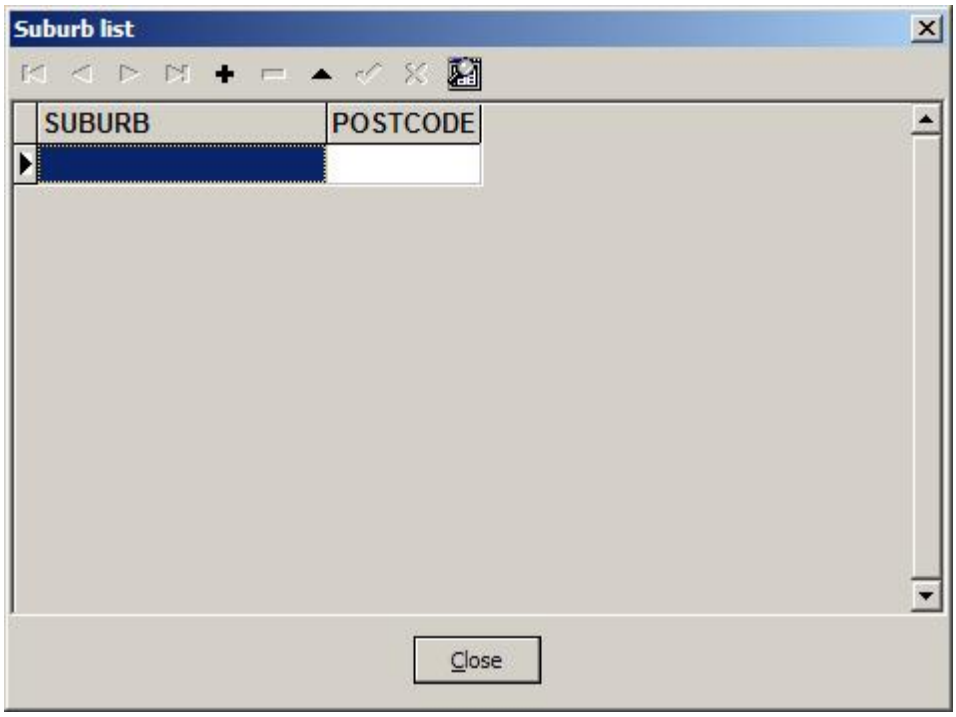
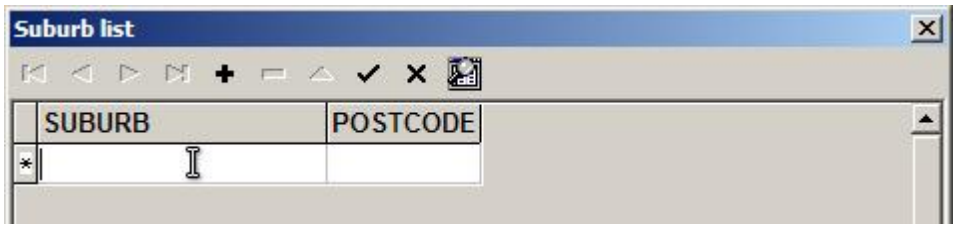
6.10.2 Suburbs

Clicking on the **Suburbs** button will present the following window, allowing the functions to enter suburb names and postal codes to link the street names to. As seen below:



Adding New Suburbs and Postal Codes

Click on the + button, and then enter the *Suburb Name* and *Postal Code* in the blank fields as shown below:

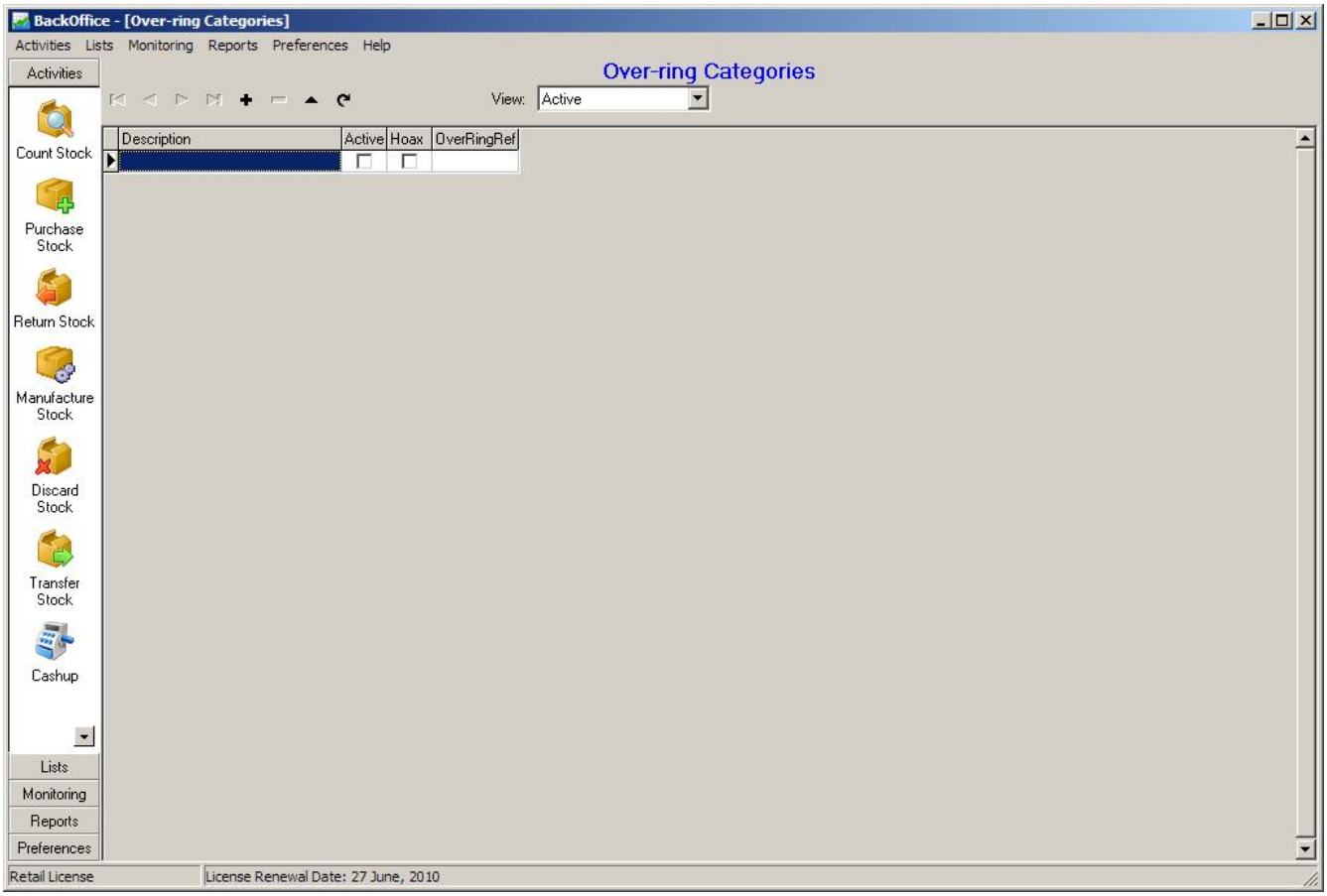


The postal code is required in order to allow the labels to print correctly. As the labels are incorporated as part of the marketing side or Aura, any suburbs without postal codes stored will not be eligible for postal marketing services.

After entering the name and postal code, click on the *Close* button to return to the **Street List** 165.

6.11 Over-ring Codes

The **Over-ring Categories** screen is used to maintain a list of reasons for any order to be over-rung. These reasons will vary from one type of store to the next. For instance, a counter order only store would not need to over-ring an order on account of a late delivery. For this reason, the over-ring reasons can be altered as needed.



Toolbar - For more information, see the section on **Navigating Records** 24.

- Click this button to force a refresh of the over-ring reasons list.

View - The view drop down list is used to filter the over-ring reasons list to display either active or inactive codes.

Over-ring Reasons List - This list will display all active or inactive over-ring codes as per the view filter.

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Adding Over-ring Reasons

To insert a new Over-Ring code, click on the + button from the top toolbar.

Description - This is the description that will show on the reports; this name will be displayed in *Invoicing*.

Reference - The reference code; generally accepted as an abbreviation of the description (see example below), is displayed on reports relating to over-rings.

Active - If this is selected, then this Over-Ring Reason will be available from Invoicing. Otherwise it will not be accessible.

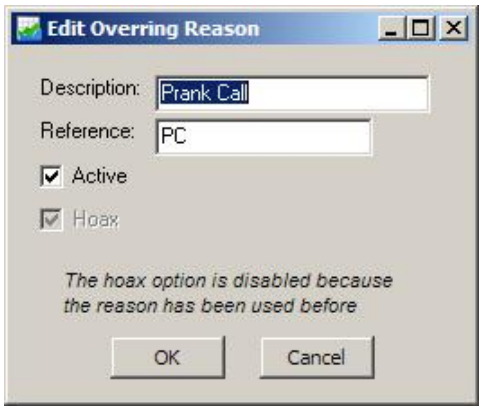
Hoax - This over-ring category option is for reporting purposes.

After setting up the Over-Ring reason, click on the OK button. After adding all the required Over-Ring reasons, please close **Aura Invoicing** and open it again to refresh the changes.

Editing Over-ring Reasons

To edit a current discount code, either double click on the over-ring reason line, or select it and press the ▲ button on the toolbar.

When editing a current over-ring reason, you will see the following window:



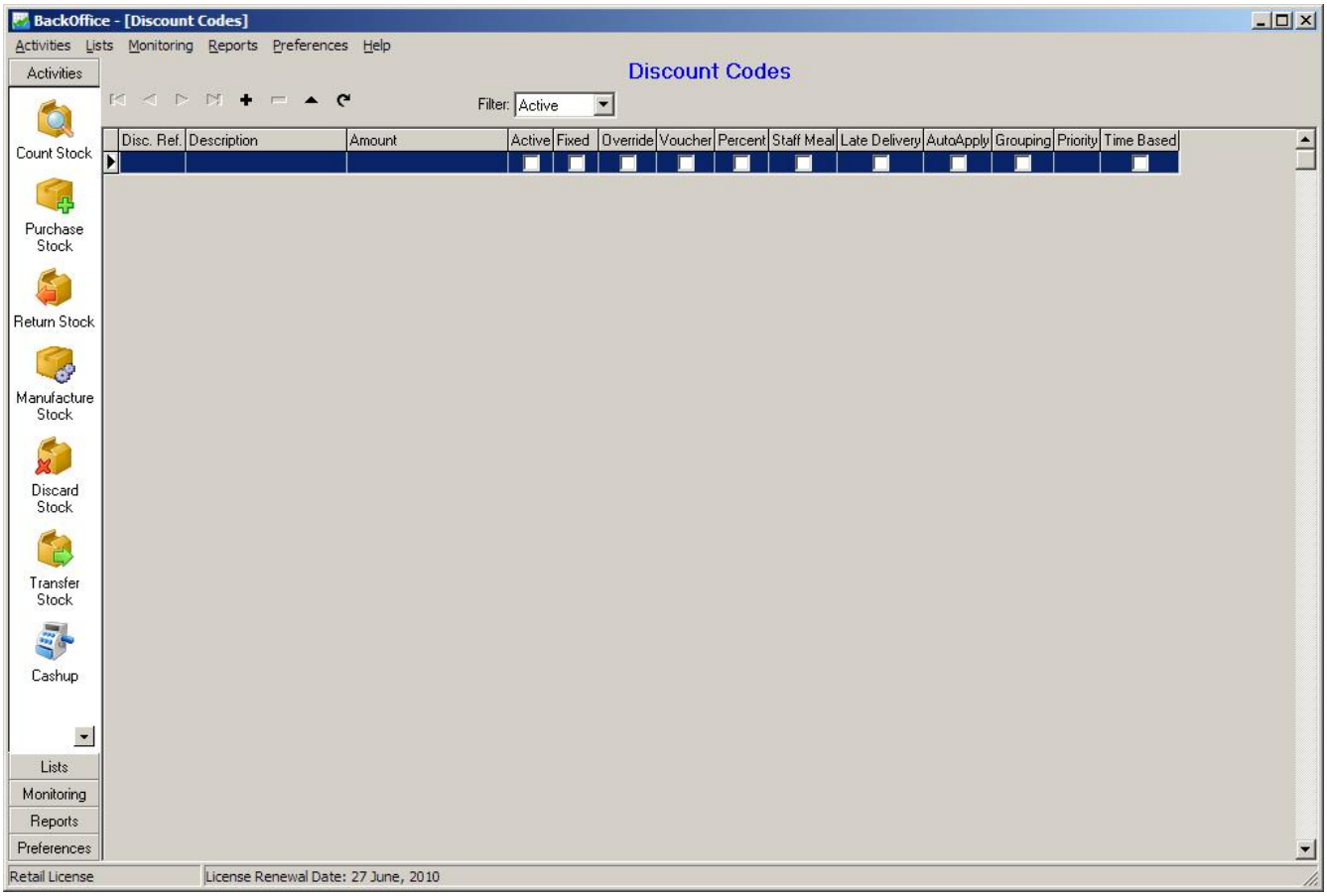
If the over-ring reason has been applied to an invoice before, you will not be able to change the 'Hoax' setting.

6.12 Discount Codes

The **Discount Codes** screen is used to maintain a list of available preset and variable discount reasons. Discounts are used for various reasons; ranging from the most common discounts for store specials (for example: "buy two, get one free") and also including less common, more specialised reasons (for example: customer complaints).

These discount codes can be applied to any type of invoice; although access to apply these discounts codes is controlled by settings in the **Access Permission** and the **Employee Record** settings, as described in each section respectively.

For more information, see the sections on **Access Permissions** 212 and **Employee Settings** 106.



Toolbar - For more information, see the section on **Navigating Records** 24.

- Click this button to force a refresh of the over-ring reasons list.

Filter - This drop down list will filter the list of discount codes to show either active or inactive discount codes.

Discount Codes List - The list below will display a list of the discount codes as per the **Filter** above. Descriptions can be found below.

Existing Discount Codes

If any discounts already exist in the system, you will see the layout of the discount as in the following example:

Disc. Ref. Description Amount Active Fixed Override Voucher Percent Staff Meal Late Delivery AutoApply G
123 Buy two, get me free!! R 0.00

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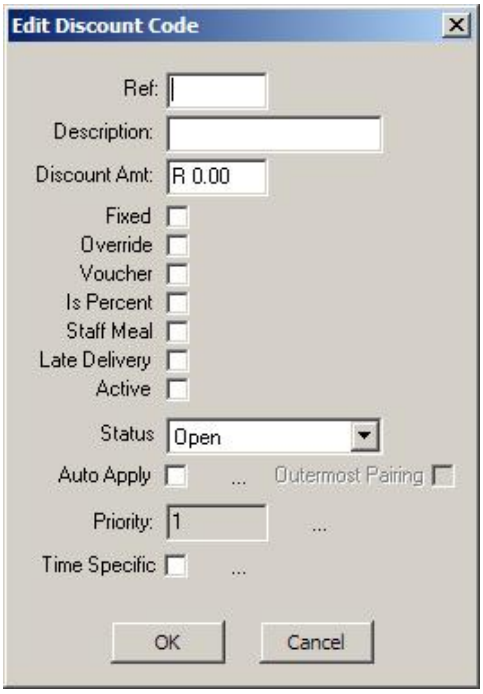
Adding a New Discount Code

To add a new discount, click on the + button from the toolbar. This will display the following window, allowing you to enter the desired settings for the discount:



Ref - This field is used for a reference code for this discount, this must be unique to this discount and cannot be used more than once.

Description - Enter a full description for the discount code. This description will print on the customer's invoice slip.

Discount Amt - Enter the amount that this discount will work with. Discounts can be set to either take off an amount, or override the order to a certain amount.

Fixed - If you would like *Invoicing* to apply the discount with the exact amount that is entered above, tick this option. If this option is de-selected, *Invoicing* will prompt for the discount amount/percentage when the discount is applied.

Override - With this option selected, applying this discount will override the order to the amount selected. With this option de-selected, it will take the abovementioned amount off the current order.

Voucher - This option is used for statistical marketing report purposes only.

Is Percent - Selecting this option will change the discount amount from a fixed rand value to a percentage of the order that the discount is being applied to.

When deciding if the discount is going to be a value or a percentage discount, keep the following points in mind:

- **Percentage** invoice discounts will only be applied to the invoice as a whole based on items that have not been discounted by line item discounts.
- **Value** invoice discounts will only applied if the invoice total is greater than the discount amount.

In other words; If each item has a line item discount of any type, a percentage based invoice discount will not do anything, only a value based invoice discount will work.

Staff Meal - This option is used to help separate the discount reasons from normal customer discounts. Selecting this option will change the way this discount responds inside Invoicing.

For more information on how this affects staff members applying discounts, see the section on **Employee Discount Settings** 106.

Late Delivery - If the discount being set up is to be used to mark a delivery as 'late' according to your individual store's requirements, select this option.

Active - If this is selected, this discount will be available from *Invoicing*. With this de-selected, it will not be available.

Status - Any discounts with a status of 'Controlled' will be made active or inactive with regards to the discounts on the downloaded menu, any discounts with a status of 'Open' will remain active with a new menu download, regardless of discounts in the downloaded menu.

Auto Apply - This option can be set to automatically apply the desired discount when certain menu items have been met in a customer's order.

When selecting this option, keep in mind that due to the methods used to check and apply discounts automatically, these can only ever be applied as line item discounts. For more information on the difference between line item and invoice discounts, please see the Aura Invoicing manual.

Outermost pairing - This is an extra option relating only to the auto apply feature, and is described further below.

Priority - With auto apply discounts, you can tell *Invoicing* what order to search through the list for a valid match. This is described further below with the auto apply discounts.

Time Specific - If a discount is only available for a certain time period of each day, or only on certain days of the week, this can be restricted here. Any time the discount list inside invoicing is opened, it will only allow discounts that are set to be available during the current day and time.
For more information, see the sections on **Auto-Apply Discounts** 173 and **Time Based Discounts** 176.

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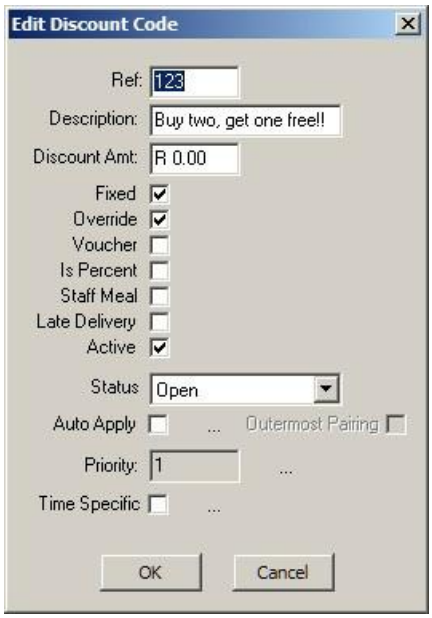
6.12.1 Auto Apply Discounts

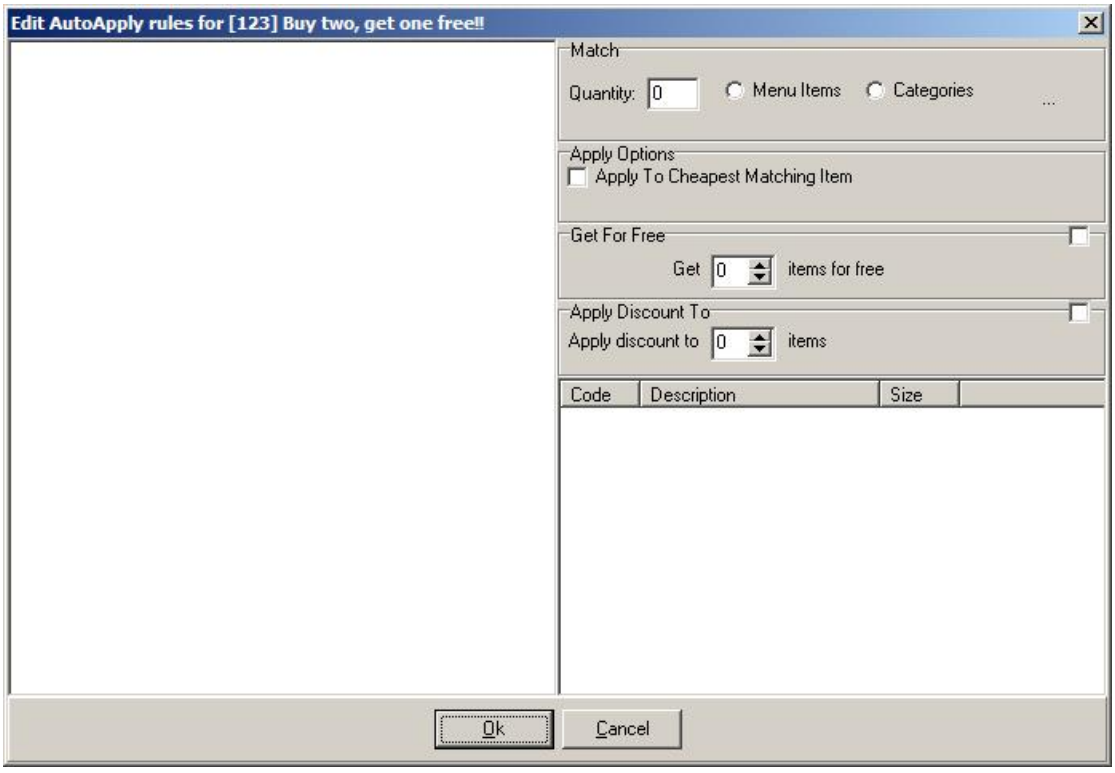
Invoicing can be set to automatically check the line items in an order and see if they match a preset discount reason. If that is the case, the discount will be applied automatically and a notification message will be displayed. That process is described in the *Aura Invoicing Manual*.

To set up an auto apply discount in *Aura BackOffice*, first set up and save the standard discount. After that, select the discount and press the button on the toolbar. This will take you back to the **Edit Discount Code** window, as seen here:



Now tick the **Auto Apply** box, notice how the **Outermost Pairing** option is now available as well. To edit the auto apply rules, click the ... button, as seen in the example below:

This will bring up the following window:



The name bar along the top of this window will display the reference code and name of the discount these settings apply to; In this case, "**Edit AutoApply rules for [123] Buy two, get one free!!**"

The left hand side of this window contains a list of current rule sets for the specific discount to look at. To create a new rule set, right click in the left hand side and select the appropriate option from the drop down menu. As seen below:

Once the rule is created, you can right click on the rule called 'New' and select rename. If you have more than one rule set, this will make it easier to distinguish between the different sets.

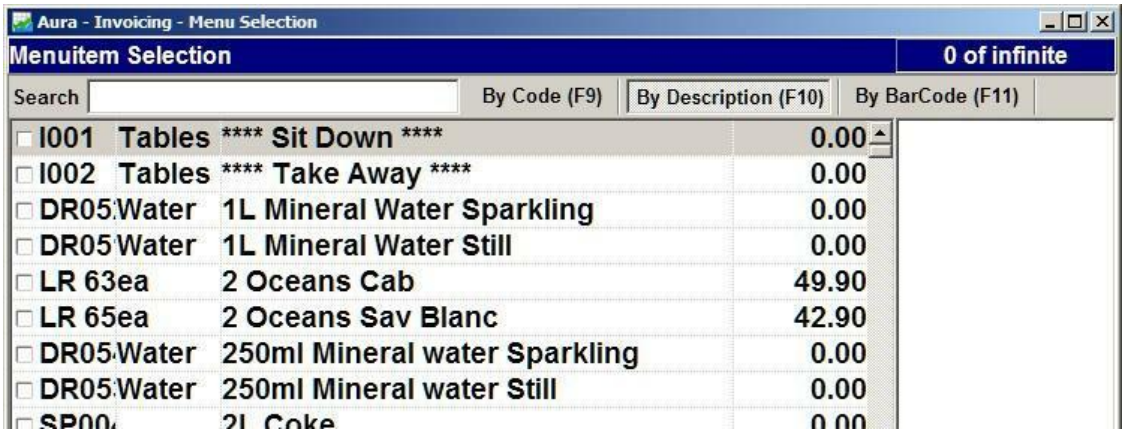
Once you have the rule set created, you can specify the requirements for the selected rule. Using the section displayed below:

Match

Quantity - Enter the number of menu items required to match in order to allow the discount.

Menu Items / Categories - Select whether to allow those matches need to be specific menu items only, or can be any items in a specified category or categories.

To select the desired menu items or categories, click the ... button to the right after making your selection. This will present the **Menu Item Selector**, as seen below:


Aura - Invoicing - Menu Selection
Menuitem Selection
0 of infinite
Search
By Code (F9)
By Description (F10)
By BarCode (F11)
I001 Tables **** Sit Down **** 0.00
I002 Tables **** Take Away **** 0.00
DR05 Water 1L Mineral Water Sparkling 0.00
DR05 Water 1L Mineral Water Still 0.00
LR 63ea 2 Oceans Cab 49.90
LR 65ea 2 Oceans Sav Blanc 42.90
DR05 Water 250ml Mineral water Sparkling 0.00
DR05 Water 250ml Mineral water Still 0.00

There are two methods for selecting items: one is to click in the box on the left, placing a tick in the box, the second is to highlight the item using the arrow keys on the keyboard and press the space bar to tag the item. Once all desired items have been selected, click the **OK** button to close the **Menu Item Selection** window.

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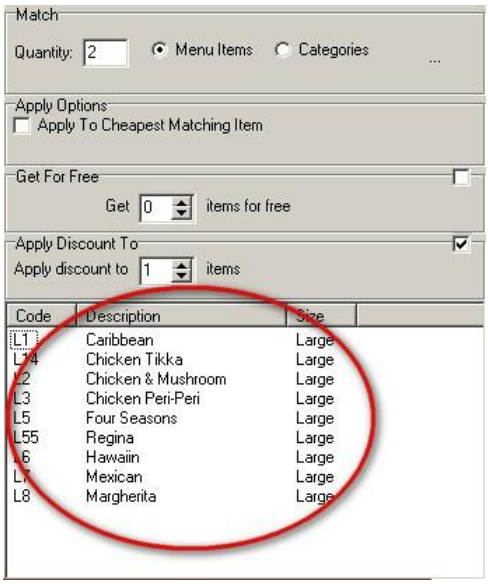
After adding the items, you can review the list of items this discount will apply to in the lower right hand corner of the Auto-Apply Discount setup window, as seen here:



In this example, the discount that these auto-apply rules are being added to will automatically apply to one item (*Apply Discount To:* section) when any two of the listed items are rung up (*Match:* section at the top).

Apply Options

Apply to Cheapest Matching Item - When a range of items are added to the list of possible matches, it is likely that they have different prices. Selecting this option will cause the discount to be applied to the cheapest items matching the requirements, therefore leaving the more expensive items at full cost.

Get For Free

Get <x> **items for free** - Select the number of items that are marked down to a zero value, regardless of what discount amount is specified.

Tick the box on the very right hand side of the **Get For Free** section to activate this option.

Apply Discount To

Apply discount to <x> **items** - Select the number of items that the specified discount is applied to (for example: 10% off, R20 off, etc.).

Tick the box on the very right hand side of the **Apply Discount To** section to activate this option.

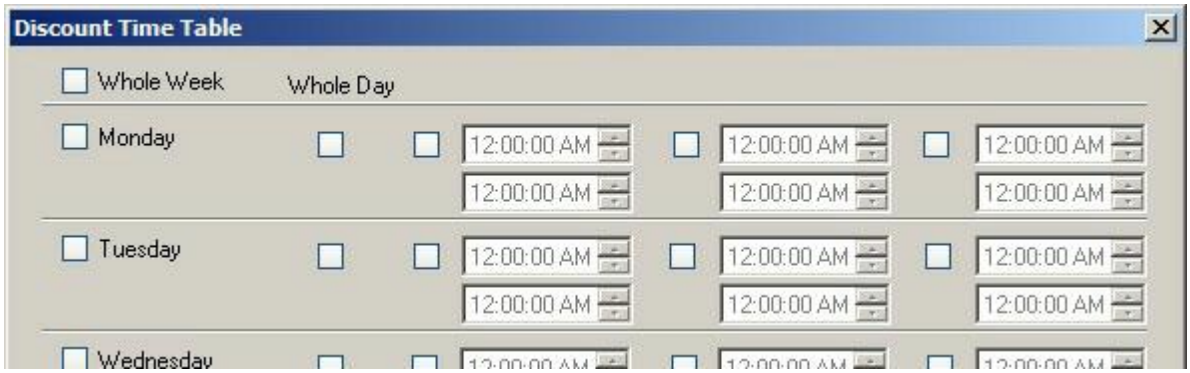
You can select either one or both of the **Get For Free** and **Apply Discount To** sections, but keep in mind the items that the discount is applied to is restricted by the number of required items. Therefore, with the **Match** set to a quantity of 2, **Get For Free** and **Apply Discount To** may not add up to more than 2, as seen below:

In this case, the discount (set up earlier) will apply to one item, and the second item will be free of charge.

6.12.2 Time Based Discounts

If you wish to have certain discount codes available only during certain hours of the day, or even only on specified days of the week, you will need to set a time schedule for the discount. Near the lower section of the **Edit Discount Code** window, tick the **Time Specific** box to enable this option. Then click on the ... button to, as seen below:

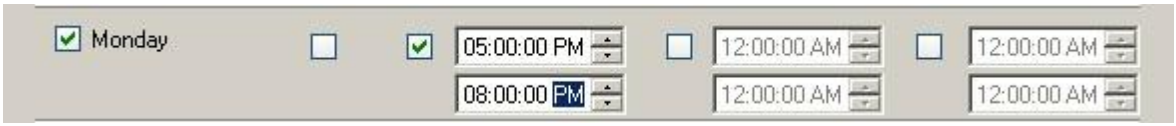
This will present the following window:



Using this window, you may select when the discount is available, below is a description of how each field works.

- **Whole Week** - *Tick box in top left corner.*
  Selecting this option will automatically activate the discount for all seven days of the week, after which you can select the time period for each day.
- **Whole Day** - *Column of tick boxes immediately to the right of the days of the week.*
  Ticking this option for any specific day, will make the discount available from the first minute of that date, up to midnight on the selected day.
- **Specific Time Section** - *Three columns of tick boxes with time blocks.*
  Next to the **Whole Day** option you will see three sets of tick boxes and times for each day. If you do not want the discount to be available 24 hours a day, you may select anywhere up to three active time periods during your trading day..

Once one of the three time periods has been activated, you may select an opening and closing time for the selected discount, as seen below:



In the above example, this discount will only be available between **5:00 PM** and **8:00 PM** on Monday night.

If you require this discount to be available for more than one period, you may also tick the second or third time periods, as seen below:

In the above example, this discount will be available for the period of **Midday** to **2:00 PM**, as well as **5:00 PM** to **8:00 PM** on Monday.

Do not allow these time periods to overlap. For example, if the first time period ends at 2:00 PM, do not set the start time for a second period any earlier than 2:00 PM on the same day. This may cause an unsatisfactory outcome in Aura Invoicing for the overlapping time period.

Once all the desired time periods and days have been set up, click on the **Apply** button at the bottom of this window to save the changes.

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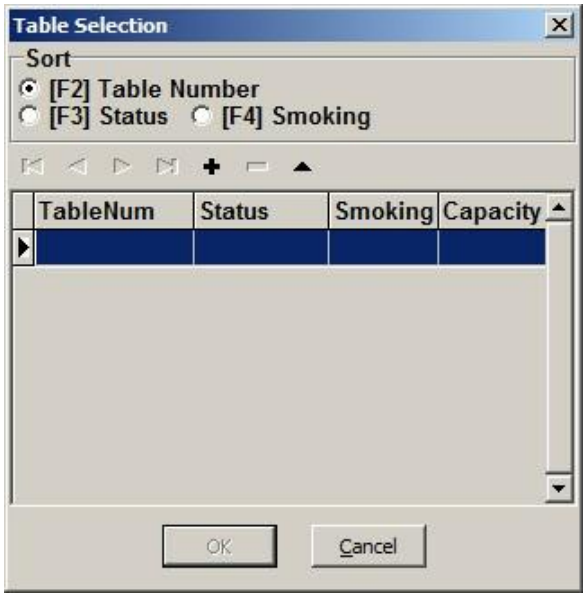
6.13 Tables

In order to accurately track table orders for seated customers in your store, and to take advantage of the advanced waiter and table management features of the *Aura POS* system, you will need to assign the orders to tables. The **Table Selection** screen provides the features for adding the required tables. When accessed, you will see the window shown below:



- *Sort* - These three option change the sort order of the tables list, as we will see further down.
  [F2] Table Number
  [F3] Status
  [F4] Smoking
- **Toolbar** - For more information, see the section on **Navigating Records** 24.
- **Table List** - This will list the currently available tables in the system.

Adding New Tables

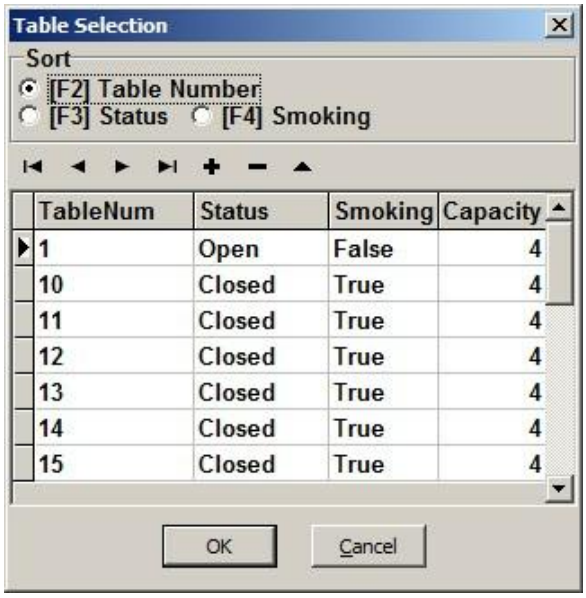
To insert a new table, click on the button from the toolbar, this will display the following window:

- **Number** - Enter the table ID number. If your store already has table numbers on the physical table, use these numbers here.
- **Smoking** - Select whether the table being entered is in a smoking section or not. This defaults to **No** due to the fact that not all stores have a section available for smokers.
- **Capacity** - Enter the seating arrangement available for the table. This option defaults to **4**, you may change it if need be.

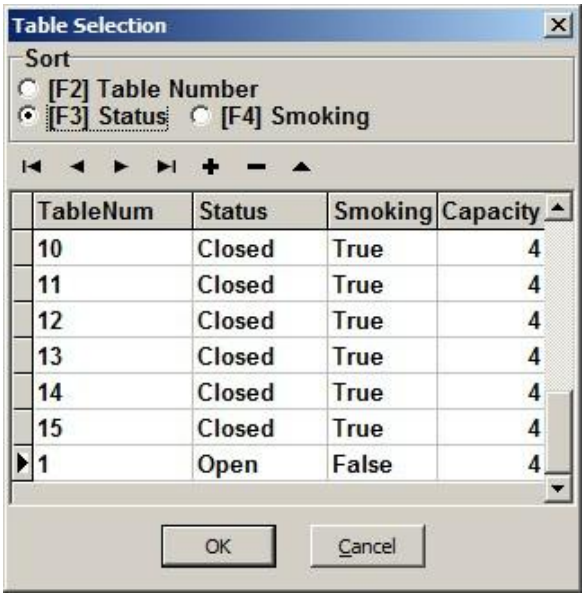
Once all the required information has been entered, click on the **OK** button to save the table. Repeat this process for all tables required in store.

Sorting Table List

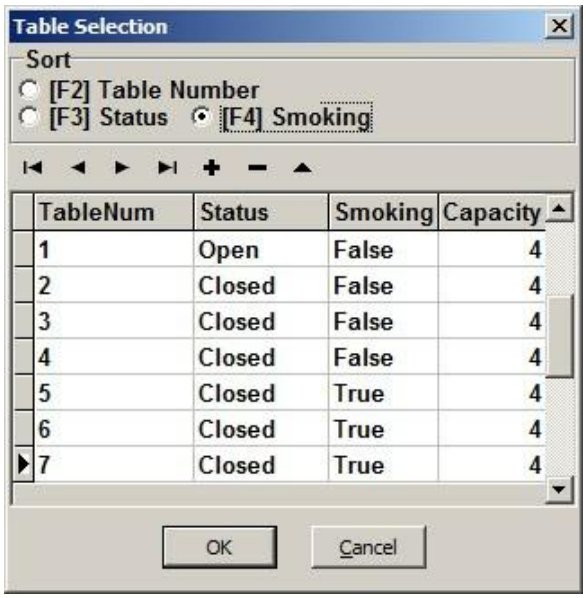
Once all the tables have been added, you can sort the list by the **Sort** options at the top of the screen.



Sorted by Table Number



Sorted by Status



Sorted by Smoking / Not Smoking

In this window, you may also use the function keys (F2, F3 and F4) on your keyboard as shortcuts to sort the list.

The **Status** column displays as 'Closed' when the table is not in use, and displays 'Open' when an order is currently active on that table. As you see for table 1 in the above tables.

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Part VII

Monitoring

7 Monitoring

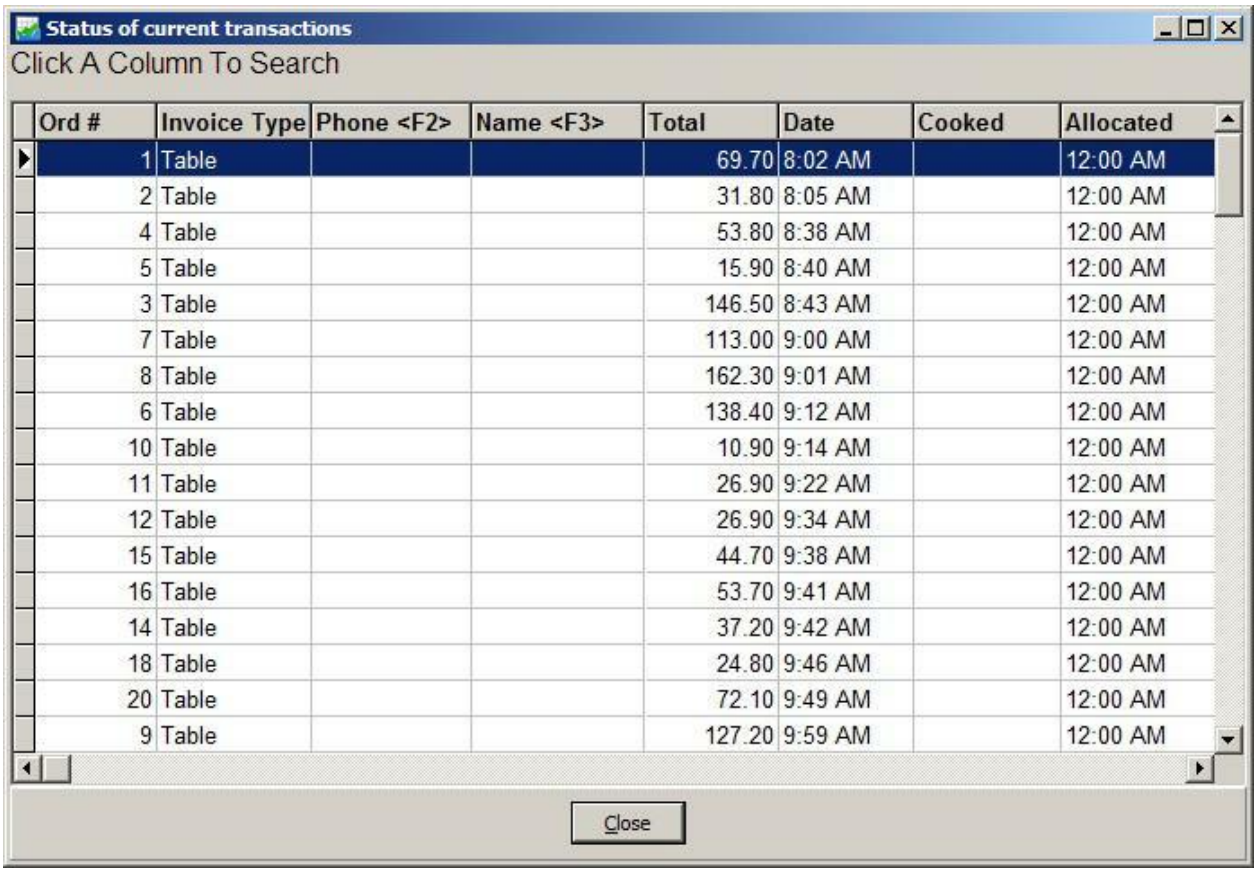
The **Monitoring** menu contains features relating to the store's active trading information. These features are designed to allow the managers and franchisee to see information regarding sales information, employee attendance, and employee performance statistics in real time from one location.

See a topic below for more information:

- **Activities** 180
- **Daily Sales** 181
- **Staff**
  - **Attendance** 181
  - **Performance** 182
  - **Statistics** 184

7.1 Activities

The **Activities** menu option displays a list of currently active orders. Depending on the types of orders, this list may contain table orders, delivery orders, or collect orders. Counter orders will not show here, as they are closed and paid for immediately. This first option, **Activities**, will display a window similar to the following:



Ord #	Invoice Type	Phone <F2>	Name <F3>	Total	Date	Cooked	Allocated
1	Table			69.70	8:02 AM		12:00 AM
2	Table			31.80	8:05 AM		12:00 AM
4	Table			53.80	8:38 AM		12:00 AM
5	Table			15.90	8:40 AM		12:00 AM
3	Table			146.50	8:43 AM		12:00 AM
7	Table			113.00	9:00 AM		12:00 AM
8	Table			162.30	9:01 AM		12:00 AM
6	Table			138.40	9:12 AM		12:00 AM
10	Table			10.90	9:14 AM		12:00 AM
11	Table			26.90	9:22 AM		12:00 AM
12	Table			26.90	9:34 AM		12:00 AM
15	Table			44.70	9:38 AM		12:00 AM
16	Table			53.70	9:41 AM		12:00 AM
14	Table			37.20	9:42 AM		12:00 AM
18	Table			24.80	9:46 AM		12:00 AM
20	Table			72.10	9:49 AM		12:00 AM
9	Table			127.20	9:59 AM		12:00 AM

To navigate through the list of orders, use the scroll bar on the right hand side of this window to scroll up or down. Or to see more information relating to each order, use the scroll bar along the bottom of this window to scroll left or right.

To aid in searching for a specific order, you may sort the data by any of the columns. For example, to sort the list by the **invoice amount**, click on the **'Total'** column header. Press the **Close** button to close this window.

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7.2 Daily Sales

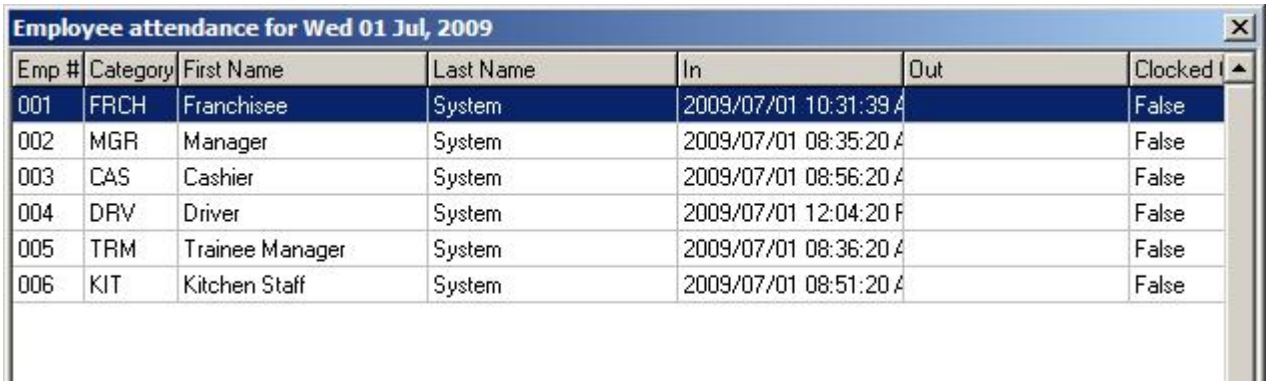
The **Daily Sales** menu option will display a summary of trading information, broken down into each transaction type, and with a total amount for the current day's trading. As seen below:

The information displayed here will depend heavily on the main transaction type processed by your store. This window displays a summary of all sales as of the moment it was opened. If the window has been open for a few minutes and you wish to see the latest information, click the **Refresh** button. Click on either **OK** or **Cancel** to close this window.

7.3 Staff

7.3.1 Attendance

The **Staff > Attendance** menu option will display a list of employees that have been active in the *Aura* system on the current trading day. As seen below:


Employee attendance for Wed 01 Jul, 2009
Emp # Category First Name Last Name In Out Clocked
001 FRCH Franchisee System 2009/07/01 10:31:39 A False
002 MGR Manager System 2009/07/01 08:35:20 A False
003 CAS Cashier System 2009/07/01 08:56:20 A False
004 DRV Driver System 2009/07/01 12:04:20 F False
005 TRM Trainee Manager System 2009/07/01 08:36:20 A False
006 KIT Kitchen Staff System 2009/07/01 08:51:20 A False

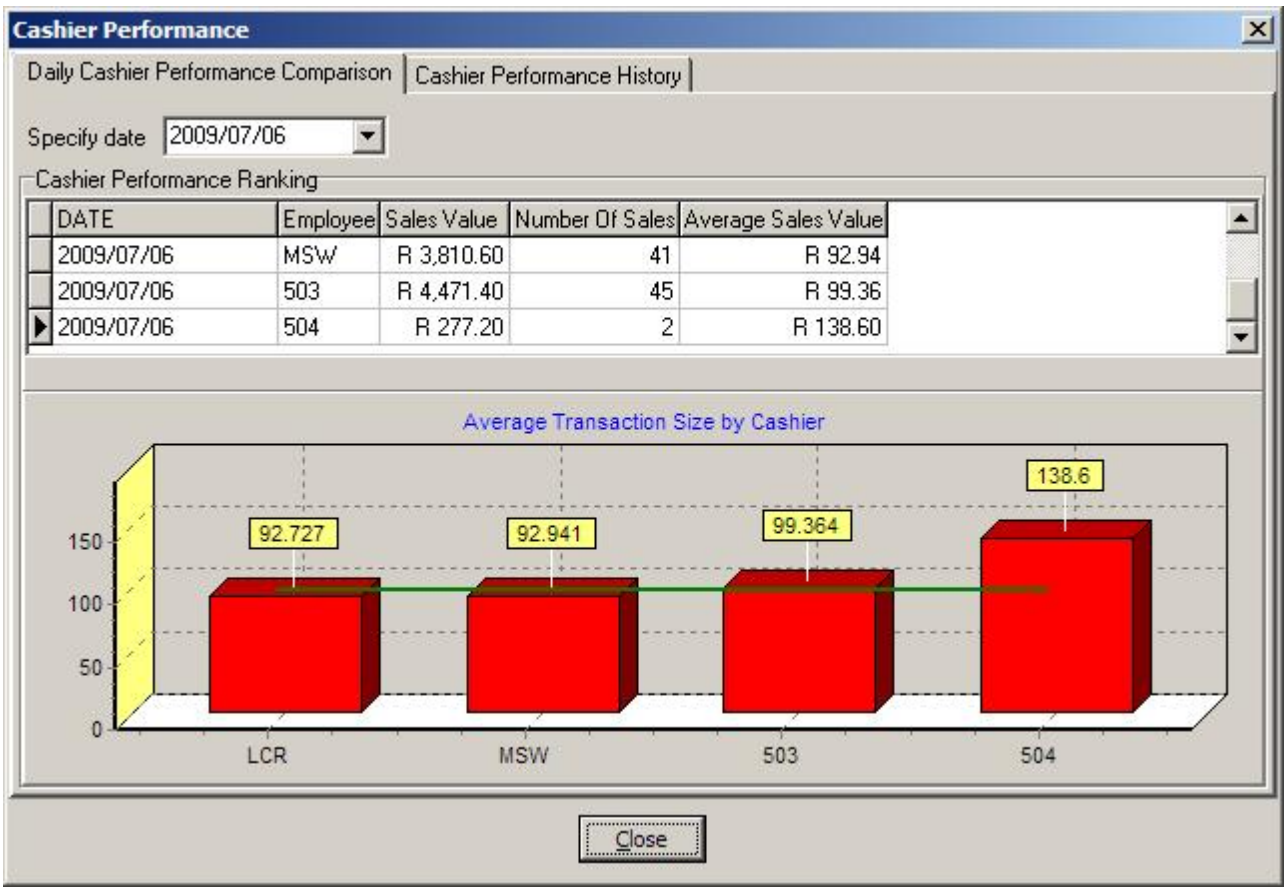
If the employee has clocked in and is still active, you will see a date and time under the **In** column. If they have already clocked out and ended their current day's shift, you will see a time under the **Out** column, as well as the value 'True' under the **Clocked Out** column.

Click on the **Close** button at the bottom of the window when you are done with this list.

7.3.2 Performance

The **Staff > Performance** window displays the sales performance information of your waiters and cashiers. This will display the employees that are responsible for processing customers orders; if a waiter has permission to start a new table order, they will show here as well.

As the window is opened, you will see a screen similar to the following:



On the **Daily Cashier Performance Comparison** tab (as seen above), all employees matching the requirements will display in the list at the top, as well as in the bar graph below that.

On the bar graph, the numbers up the left hand side are **rand values**, whereas the numbers along the bottom of the graph are **employee numbers** to identify the employee.

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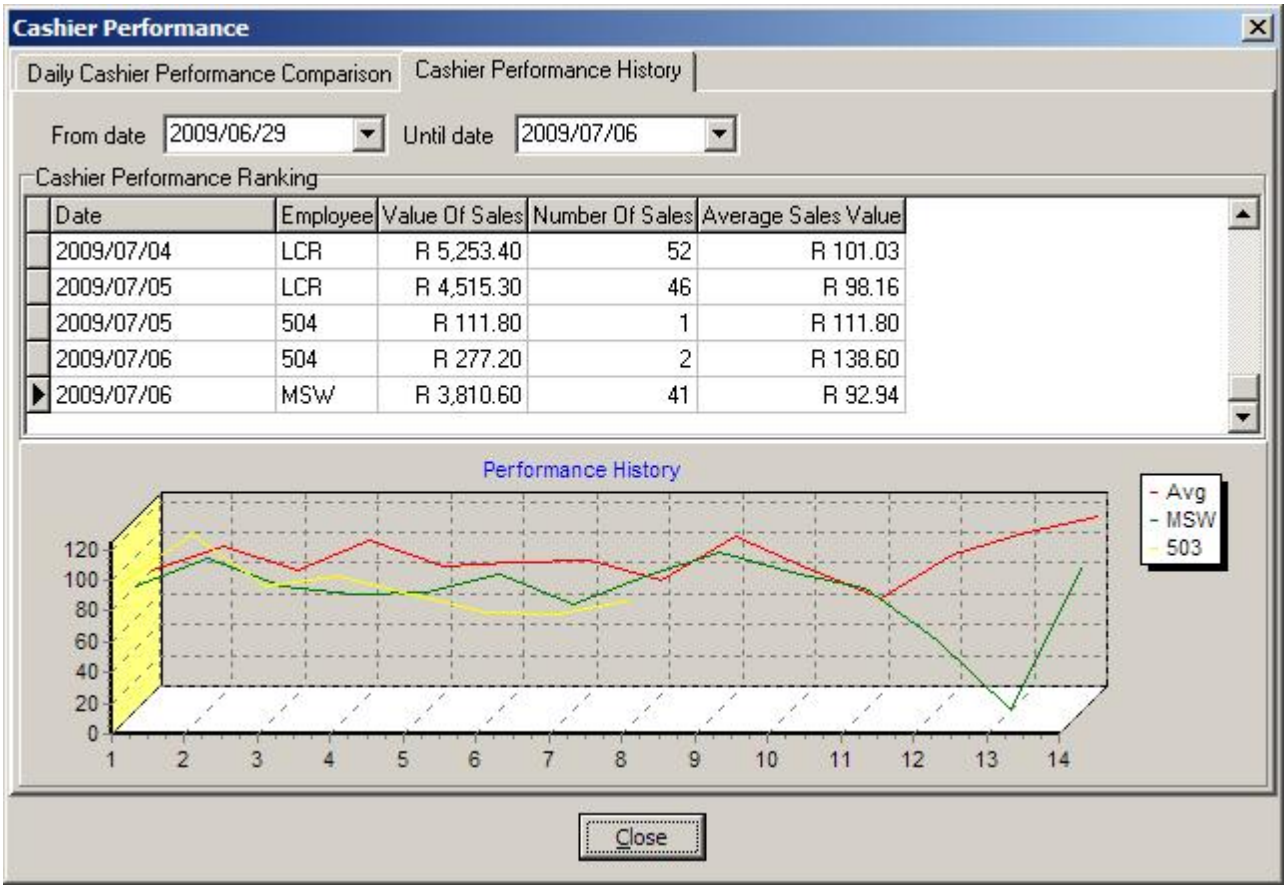
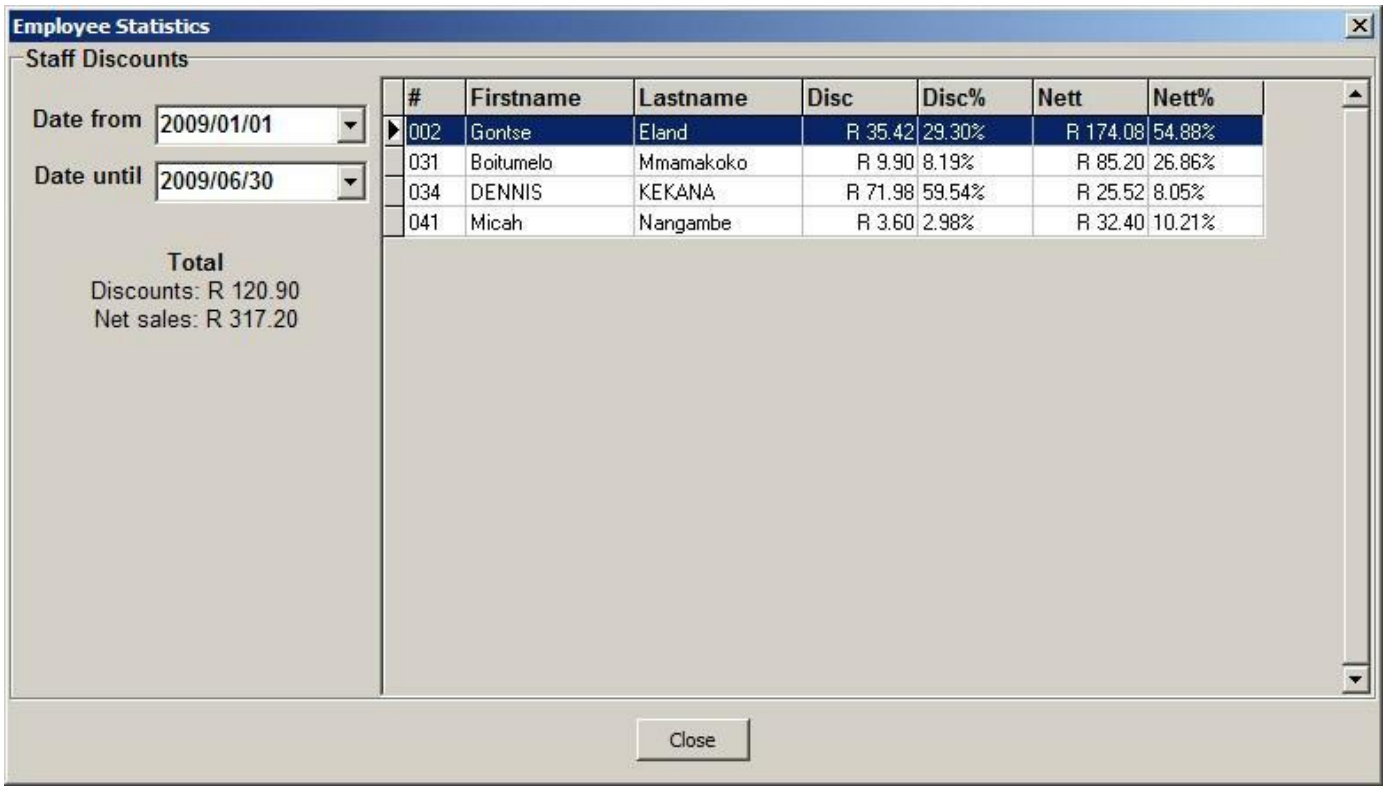


On the **Cashier Performance History** tab, you have the option to check the cashier / waiter performance records for a selected date range. Set the range you wish to check by selecting the **From date** and **Until date** fields. Below that, a list of employees in that time period will be displayed, summarised on the line graph below that. To the right of this graph is the legend, showing which colour line applies to which employee.

7.3.3 Statistics

Selecting the **Staff > Statistics** menu option is used to keep active track of all staff meals rung up from *Invoicing*. As seen below:


Employee Statistics
Staff Discounts
Date from 2009/01/01
Date until 2009/06/30
Total
Discounts: R 120.90
Net sales: R 317.20
Firstname Lastname Disc Disc% Nett Nett%
002 Gontse Eland R 35.42 29.30% R 174.08 54.88%
031 Boitumelo Mmamakoko R 9.90 8.19% R 85.20 26.86%
034 DENNIS KEKANA R 71.98 59.54% R 25.52 8.05%
041 Micah Nangambe R 3.60 2.98% R 32.40 10.21%
Close

To specify a date range to check, set the **Date from** and **Date until** fields on the left hand side. Below that, you will see the totals relating to the staff discounts only. While to the right of that, appears a list of all employees that had staff meals during the selected period.

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Part VIII

Preferences

8 Preferences

The **Preferences** menu contains features relating to the maintenance of your *Aura* installation. If these are set up correctly, you will not need to access any of these options in a normal trading day.

See a topic below for more information:

- **System Settings** 186
- **Access Permissions** 212
- **Restricted Employee Categories** 219
- **Kitchen Item Settings** 220

8.1 System Settings

The **System Settings** window contains all the settings relating to the running of your installation of *Aura*. Aside from physical hardware configuration such as printer type and location of printers, these settings also change the behaviour of the product.

These settings are vital to the correct operation of your Aura system, do not change settings unless you are certain you understand the setting's meaning, or unless instructed to do so by an Aura Help Desk Support Technician.

For more information, see the relative section below:

- **Specific Computer** 187
- **All Computers** 198
- **Printers** 211

8.1.1 Restore System Settings

During an Aura program upgrade, there are many components of the program and the database that need to be adjusted in order for the new version to function correctly. As the database is active almost all the time, this leaves your system settings vulnerable during an upgrade.

It is for this very reason that all Aura application **must be closed** before attempting any upgrade. Even so, there is a small possibility that certain settings may be inadvertently changed or lost during the database upgrade; the **Restore System Settings** feature is designed to provide a solution for this in the unlikely case that there is a problem. The 'Restore' button can be found inside the **System Settings**, in the bottom left corner of the window. As seen highlighted here:

There are a few points to keep in mind while using this feature:

- Ensure that all Aura applications are closed before restoring settings.
- This does not undo the software upgrade, it simply restores settings and attempts to complete the upgrade properly.
- This button will restore ALL settings stored in the System Settings, including settings found under the 'Specific Computer' and 'All Computers' tabs.
- This feature will cause BackOffice to close and re-open automatically.

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8.1.2 Specific Computer

All settings found under **Specific Computer** will affect only the current computer, regardless of other any other computer settings.

Selected Till

Computer Name and **Till ID** - This shows the name and Aura till ID for which the currently visible **Specific Computer** settings apply to.

Copy Till Settings - This option allows you to copy all **Specific Computer** settings from another till ID to the currently selected till ID.

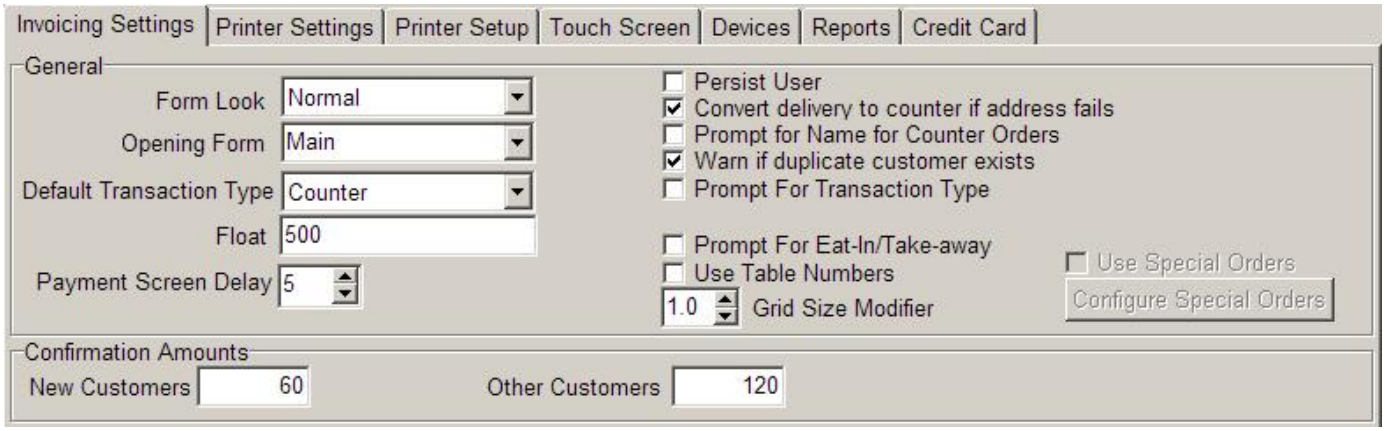
This Till - Shortcut button to return to the settings for the current till ID.

Select Till - Opens a list of all till IDs registered in your system, allowing you to edit the **Specific Computer** settings for another computer remotely.

For more information, see the relative section below:

- **Invoicing Settings** 188
- **Printer Settings** 190
- **Printer Setup** 192
- **Touch Screen** 195
- **Devices** 196
- **Reports** 197
- **Credit Card** 197

8.1.2.1 Invoicing Settings



General

Form Look (*Normal* | *Touch Screen*) - In a new invoice: Normal will require cashiers to ring up menu items with typing in the code, Touch Screen will show the menu as buttons.

Opening Form (*Main* | *GUI*) - Main will open Invoicing into the normal screen, with the two tool bars along the top, and the invoices listed below. GUI will open by default to the Table Floor Plan, click here for more information on setting up the floor plan.

Default Transaction Type (*Counter* | *Collect* | *Table* | *Delivery*) - From the drop down list, select the transaction type that your cashier's will use most often as the default. This can still be changed from inside the order if need be.

Float - This float amount will be automatically inserted into this till shift. This figure can still be adjusted in the cashup screen.

Payment Screen Delay - Select the number of seconds that the customer payment screen shows for before closing.

Do not set this delay to 0 seconds: It is known to cause problems with opening the till drawer automatically.

Persist User - When selected, this will force Invoicing to take the first password entered, and for that invoicing program session and will automatically insert that same password at every password prompt. Invoicing will continue to assume that the first employee is working at this computer until either Invoicing is closed, or until Secure Till is clicked.

Convert Delivery to Collect if Address Fails - While this option is enabled, delivery orders will be converted to collect orders if there is a problem with the linked customer's delivery address. While disabled, Invoicing will simply show a warning about the address, but will not automatically change the transaction type.

Prompt for Name on Counter Orders - By selecting this option, Invoicing will prompt for the customer details on counter orders as it does for collect and delivery orders.

Warn If Duplicate Customer Exists - When trying to add a customer from this computer, Invoicing will automatically search and see if there are any other customers with the same name, surname or phone number.

Prompt for Transaction Type - By selecting this option, Invoicing will display a prompt to select the type of transaction to process. Take note of the default transaction type (found to the left of this setting), as the currently selected default transaction type will be highlighted in the transaction type prompt.

Prompt for Eat-In/Take-away - Enabling this option will prompt the cashier processing an order to select whether the customer will be eating at the store or taking the order away with them. In order for this option to be set, the eat-in / take-away feature must be enabled.

For more information on enabling this option, see the **All Computers** > **Program Settings** > **General** 202 section.

Use Table Numbers - This is an old setting; if a table order is rung up, it automatically uses table numbers.

Grid Size Modifier - Adjusting this setting modifies the size of the list of invoices, as well as the line items inside invoices. The modifier counts up in 0.5 segments; next step up from 1 will be 1.5 times the thickness of a standard line, etc.

Use Special Orders / Configure Special Orders - These options are only available for stores configured to accept online orders placed through a website interface.

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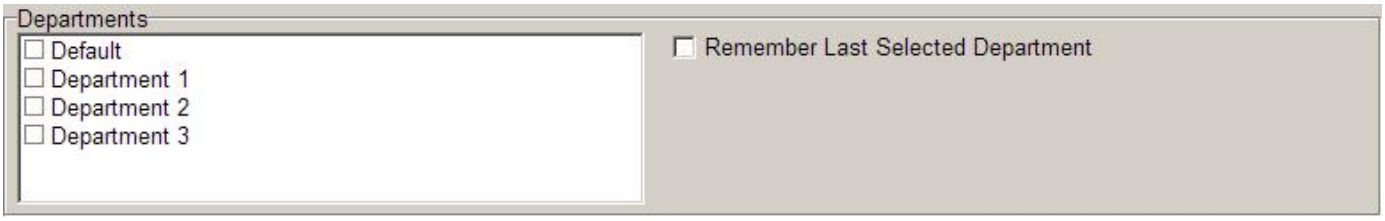
Confirmation Amounts

New Customers and **Other Customers** - These two amounts are monetary values for the order values of respective customers. If a **New Customer**'s order or a **Other Customer**'s (regular) order is below the specified amount, a prompt will be displayed asking for the cashier to confirm the order amount.

Specifying Department Displays

If **Menu Item Departments** have been set up; when accessing this settings tab, the previously blank section at the bottom of the tab will now display a **Departments** section; as seen below:



Departments

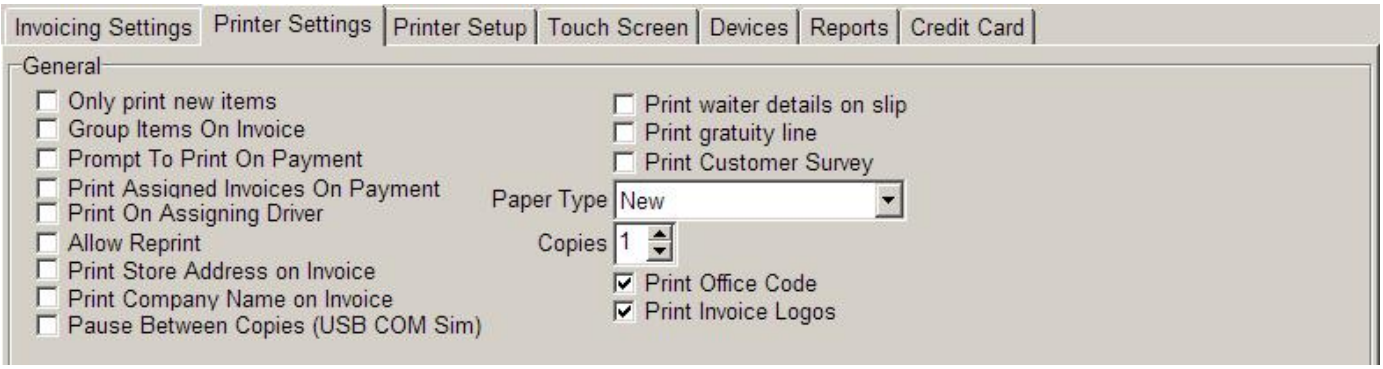
Selection Block - On the left of this block is the list of currently available departments. Tick the desired department(s) to display by default on this till.
You can see which till these settings will affect easily by checking the **Computer Name** and **Till ID** fields at the very top of this same window.

Remember Last Selected Department - If a till will be used for one specific department more than any others, you may find it useful to load the required department directly when a new invoice is started.

If required, a cashier can still select items from other departments, this simply causes Invoicing to show a specific department by default when starting a new order.

For more information on setting up **Departments**, see the sections on **Menu Item Departments** 117 or **Assigning Items to Departments** 132.

8.1.2.2 Printer Settings



General

Only Print New Items (Relies on **Enable Editing of Invoices** 202) - With this ticked, after an invoice has been modified, only the new items will print out again. This can be used to avoid the kitchen staff making a double order if a cup of coffee is added to a table order and printed out again.

Group Items On Invoice - Will group items indented below their parent items on table orders. For instance, a breakfast with a choice of eggs and sausages etc, will have the options printed below the parent item and indented for clarification.

Prompt To Print On Payment - If your computer is set to reprint an invoice for a delivery / collect / table order on paying; Then by ticking this option, a prompt will be displayed for printing the customer's slip again as opposed to it printing automatically.

Print Assigned Invoices On Payment - By ticking this option, once a delivery / collect / table order is paid into till, a duplicate slip will be printed to the invoice printer. If you de-select this option, nothing further will be printed upon paying the order.

The option for **Prompt To Print On Payment** is dependant on the option for **Print Assigned Invoices On Payment**; for the prompt to be displayed, both these options must be ticked.

Print On Assigning Driver - With this option selected, the invoice slip will print out again with the new details when a driver is assigned.
This option will option will only have an effect on a computer with an invoice printer set up.

Allow Reprint - With this option selected, Aura Invoicing will allow you to re-print any order's customer and production slip from the current day's trading.
Keep in mind that **** Duplicate Copy **** will be printed on any order that is re-printed in this way; this is for security reasons.

Print Store Address on Invoice - With this option selected, the address as entered in **Store Settings** 199 will be printed on the customer slip.

Print Company Name on Invoice - This option includes the "Company Name" as set in the **Store Settings** 199 on all customer slips as well.

Pause Between Copies (USB COM Sim) - Some setups require the use of a USB COM port emulator, in some cases the emulator causes a problem when printing multiple slips in quick succession. This option will help with preventing this problem from occurring.

Do not enable or disable this option unless explicitly instructed to do so by an Aura Helpdesk technician. If you are unsure of what effect it will have on your system, please contact the Aura Helpdesk for assistance.

Print Waiter Details on Slip - Prints the name and employee number of a waiter assigned to a table, on the customer order for that table.

Print Gratuity Line - Leaves a space on the customer's slip for the customer to add a tip.

Print Customer Survey - Prints customer survey image at the end of certain order types.

Paper Type - This option only affects the older wide-profile A4 dot-matrix printers, and will have no effect on the newer narrow thermal and dot-matrix printers.
Contact the Aura Help Desk for more information.

Copies - This is a dead setting; printer copies are handled for each printer individually under Printer Setup.

Print Office Code - This code is printed out on each and every invoice by default. It contains system information about the order in the following structure: "<order number>/<cashier first name>/<total order amount>". De-selecting this option will stop this code from being printed on invoices from this computer.

Print Invoice Logos - This option affects the invoice slip header that is printed out on each invoice; if this option is de-selected, the invoice slips printed from this specific computer will not print the header image.

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Other Printers

These options are displayed at the bottom of the 'Printer Settings' tab, below the options described above.

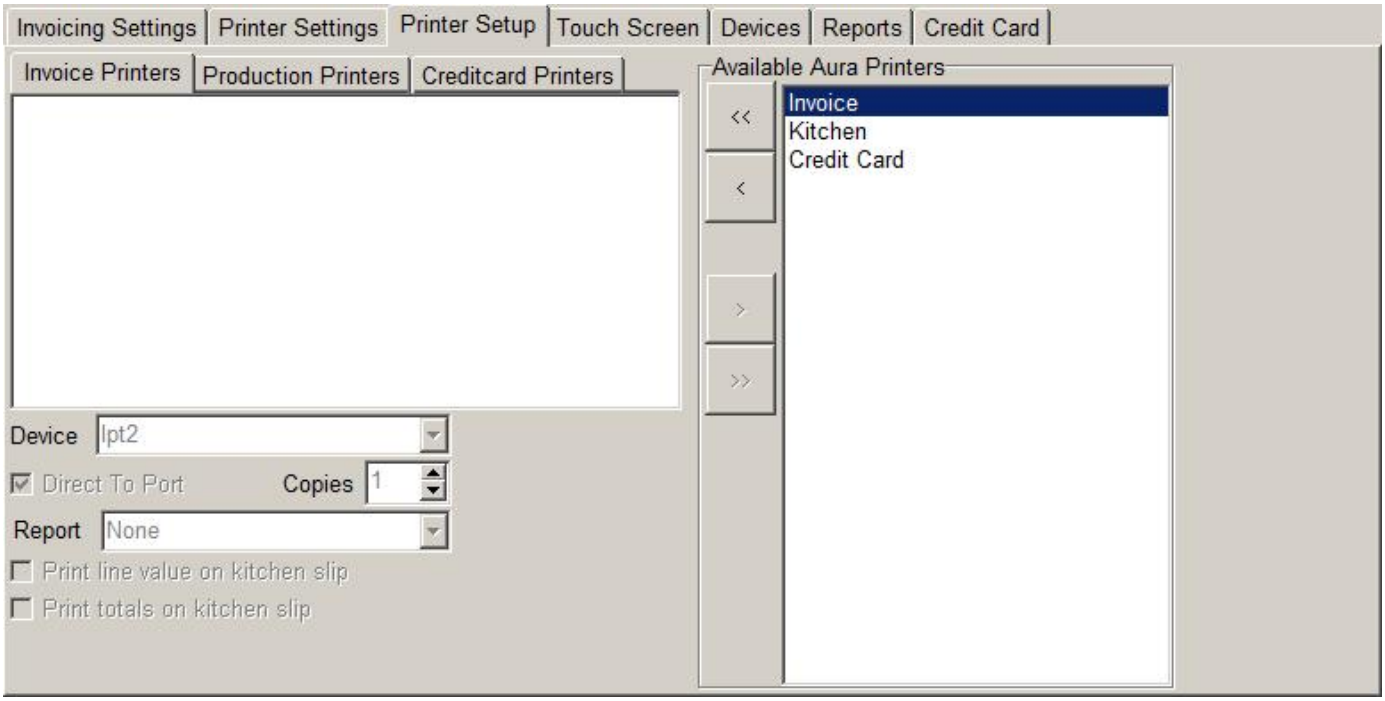
Report - Select your A4 reports printer from a drop-down list.
This option is only required on the server computer for *Aura BackOffice*.

Label - Select your label printer from a drop-down list.
This option is only needed in the computer that has the label printer installed on it; such as the kitchen computer.

Label Margin - Set the margin size of the labels that are being printed; this margin is the distance from the edge of the sheet up to the edge of the label itself.

Side-by-side - If the roll of labels being used have all labels in one column, leave this option de-selected. If there are two columns of labels on the sheet, select this option.
This option ensures the labels are printed in the correct order.

8.1.2.3 Printer Setup



The **Printer Setup** tab is used to specify the settings for your invoice, kitchen, and credit card printers.

Before selecting the devices (port or drivers), you will need to set up the printer's category and type inside the Printers tab. For more information on adding printers to the 'Available Aura Printers', see the section on the **Printers Tab** 211.

In order to activate a printer, select the printer on the right under **Available Aura Printers**, and press the arrow pointing to the left to move the printer to it's relative category. Using the following button panel:

<< - Moves all printers left into their respective categories.

< - Moves the selected printer into it's selected category.

> - Moves the selected printer to the right out of it's category, effectively disabling the printer.

>> - Moves ALL printers out of their respective categories, effectively disabling ALL printers.

Once the printer is under the correct tab on the left, click on the down arrow for **Device**, and select your printer from the drop down list.

Direct to Port - (*Recommended for Production Printers*)
This option forces *Aura* to bypass the printer drivers, and print directly to the port that has the printer attached to it.

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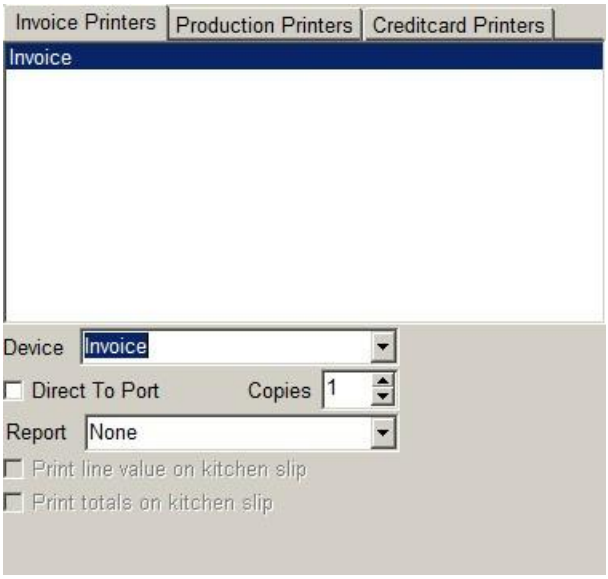
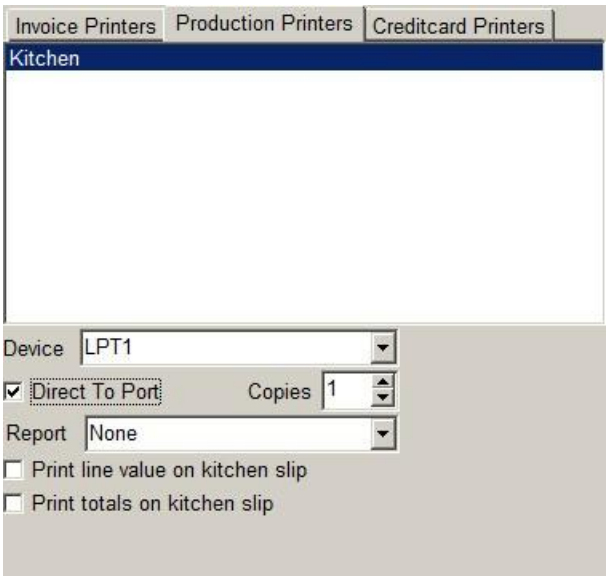
8.1.2.3.1 Invoice Printers



This tab allows you to specify the settings for your customer invoice slip printer. Simply select your invoice printer from the drop down list in **Device**.

8.1.2.3.2 Production Printers



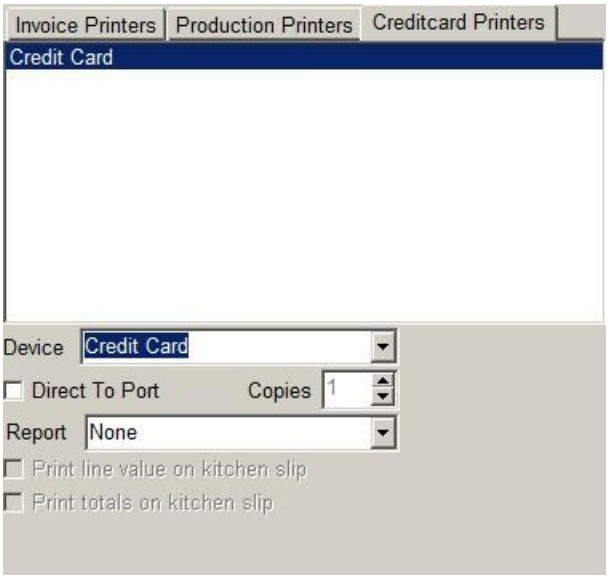
This tab allows you to set up your production printer. **Direct to Port** is recommended because of it's speed difference as compared to using the Windows drivers, but requires a different method of specifying the device. Although, you can also select a printer from the drop down list in **Device** and leave **Direct to Port** unselected.

Above you will see two example: the left is an example of specifying a printer port on the local computer, the right is specifying a printer on a remote computer.

With a remote printer, the context for the device is as follows:

\\<full computer name>\<printer share name>

8.1.2.3.3 Credit Card Printers



This specifies the device you wish to use for your credit card printer, this will print the credit card slip to this printer depending on your system configuration.

This printer is only used effectively of you have a credit card system called NOMAD installed and configured. For more information, see the section on the **NOMAD Settings** 197.

If you use any other credit card system, it must be configured independently of the Aura system.

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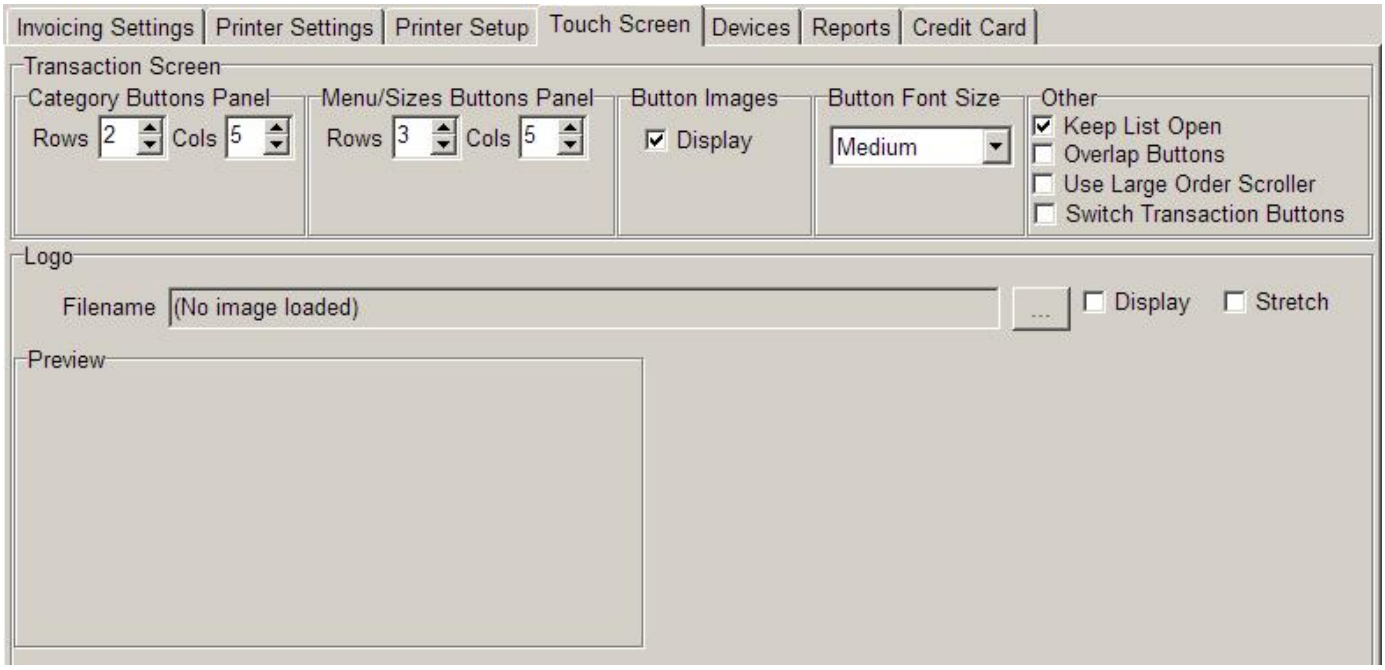
8.1.2.4 Touch Screen



Transaction Screen

Category Buttons Panel

Rows and **Cols** - Select the number of rows and columns for the category buttons.

Menu/Sizes Buttons Panel

Rows and **Cols** - Select the number of rows columns for the menu item buttons.

Button Images

Display - This will select the method to display the scrolling buttons inside a new order.

Button Font Size

Small / Medium / Large - Allows to select between 3 preset font sizes for the text labels on the category and menu item buttons.

Other

Keep List Open - If selected: After ringing up a menu item, Invoicing will keep that category open for the cashier to select another item in the same category.

Overlap Buttons - If selected: In a new invoice, the menu category buttons will fill the lower left corner of the screen, until a category is selected. Then the list will be replaced with the list of menu items.

Use Large Order Scroller - This is a new feature of Aura, ticking this option will only affect Aura Invoicing.

Switch Transaction Buttons - This option enables the customized invoice button panel while processing a new order.

Logo

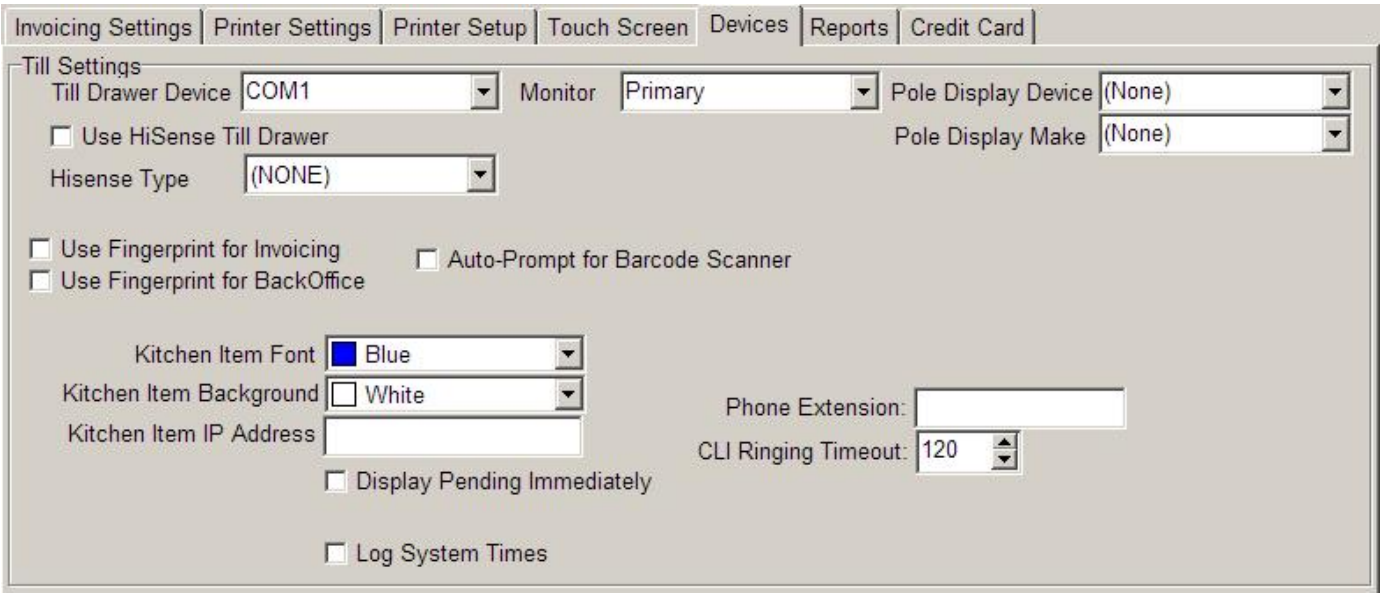
Filename - Click the **[...]** button to the right of this line to select an image to use for the touch screen background.

Display - Select this option to turn on the background image. De-select this option to turn the background image off.

Stretch - Selecting this option will cause Invoicing to stretch the image to fit the available size. This is not advisable for smaller images as they will be unclear and badly distorted if they are stretched too far.

Preview - This block gives you a preview of the background image selected.

8.1.2.5 Devices



Till Drawer Device - If there is one connected, this would be set to the device that your till cash drawer is connected to (ie: COM1, or LPT2, or select your printer if that is where it is connected).

Monitor (*Primary* | *Secondary* | *Tertiary*) - Select the main display output for the Aura system. Unless you have multiple displays, leave this on **Primary**.

Pole Display Device and **Pole Display Make** - Select the make, model and connection for your pole display.

Use HiSense Till Drawer and **Hisense Type** - For HiSense till drawers, this option must be enabled and the appropriate till drawer model selected from the drop down lost.

Use Fingerprint for Invoicing or **BackOffice** - If you have a fingerprint scanner installed in this computer, you can select this option to bring up a fingerprint scanner prompt instead of the password prompt.

Do not this option for BackOffice unless you have verified that a manager or franchisee has a working fingerprint scanned into the Aura system. Setting this option without a valid fingerprint will lock you out of BackOffice.

If this does happen, please contact our Aura Help Desk for assistance with temporarily bypassing the fingerprint scanner prompt. For more information, see our **Contact Details** 233.

Auto-Prompt for Barcode Scanner - Selecting this option automatically brings up the prompt for the bar code scanner when a new invoice is started.

Kitchen Item Font - Use this option to specify the text display colour of invoices rung up on this computer for Aura Kitchen Items.

Kitchen Item Background - Use this option to specify the background display colour of invoices rung up on this computer for Aura Kitchen Items.

The above two settings will only make a difference to the invoices as displayed in Aura Kitchen Items. If you do not use this application, you will not need to change these settings.

Kitchen Item IP Address - Select the network address of the 'Images' folder in relation to the Aura application. '127.0.0.1' is called a loop-back address, telling Windows to look at the computer where the program is run from. With a standard Aura installation, the Invoicing application is always installed on the server computer.

Display Pending Immediately - This setting has been put in place in preparation for a new feature to improve Invoicing and Kitchen Monitor integration.

Log System Times - This is an old setting.

Phone Extension (Optional) - If you have an advanced phone switchboard with multiple lines and extensions, including a phone at each till, you can enter the extension number here.

CLI Ringing Timeout (Caller Line Identification) - This will be the time in minutes before an incoming call expires.

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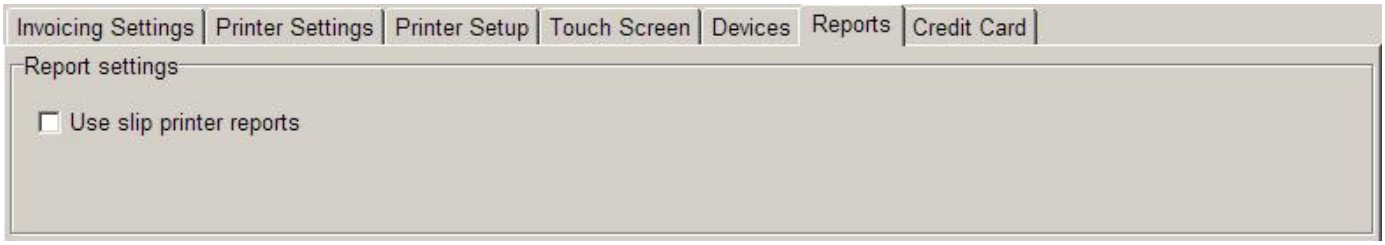
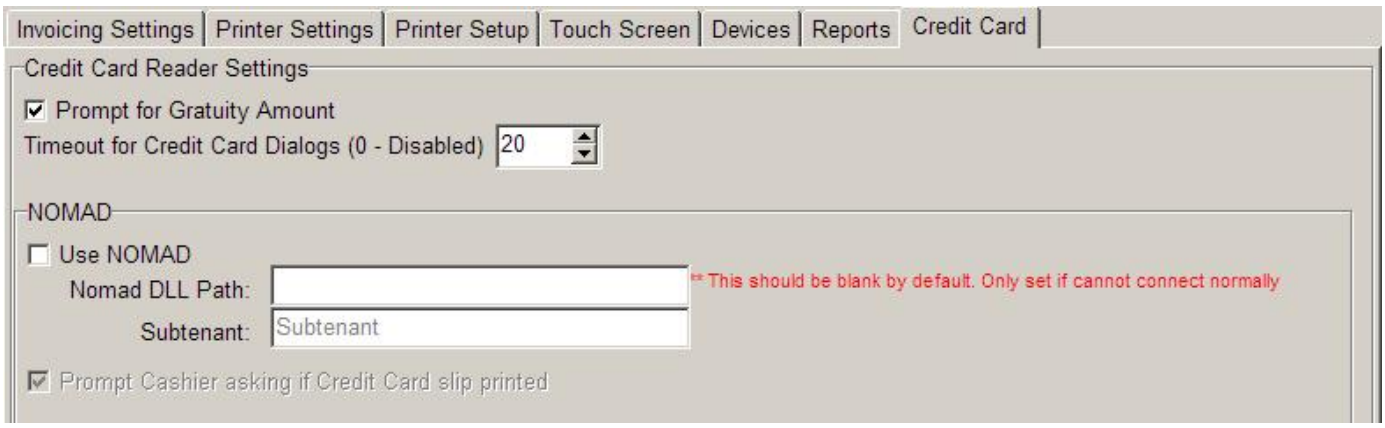
8.1.2.6 Reports



Use Slip Printer Reports - By selecting this option, you may print certain reports to a narrow slip printer, similar to your invoice or production printers.

Take note that not all reports will run correctly with this format, it is highly recommended that the reports are always printed to a full size A4 printer such as an HP, Canon or Lexmark printer.

8.1.2.7 Credit Card



Prompt for Gratuity Amount - This option enables a prompt for the cashier to capture the waiter's tip through a credit card transaction.

Timeout for Credit Card Dialogs (0 - Disabled) - When processing a credit card payment, the dialogs can have a timeout count down. Default is **20 seconds** on inactivity before the dialog closes, but this can be adjusted as you see fit.

Use NOMAD - Selecting this option will enable Invoicing to integrate the NOMAD credit card system, and enable the two options below. Disabling this option will use the manual credit card capture interface.

Nomad DLL Path - The path to the Nomad DLL (Dynamic Link Libraries) can be entered here. Important note: this should be blank by default, and should only be set by an Aura technician if the NOMAD system does not automatically find the required DLL (Dynamic Link Library) files.

Subtenant - Where combination stores are involved, especially when sharing a server computer, it is very possible that all brands in the store will make use of the credit card system as well. Setting a 'Subtenant' specifies a category for the credit card sales. These subtenants are sent to your bank's credit card system to help differentiate which sales comes from which brand in your store. In a standard store layout, you may leave this field blank.

Prompt Cashier asking if Credit Card Slip Printed - While NOMAD is enabled, Invoicing will attempt to prompt the credit card slip to print. By selecting this option, the cashier needs to select whether or not the slip printed. In this case, selecting 'No' will cause Invoicing to try and print again.

8.1.3 All Computers

All settings found under *All Computers* will affect all till computers connected to this network.

For more information, see the relative section below:

- **Store Settings** 199
- **Head Office Settings** 200
- **Program Settings** 201
- **Network Settings** 210

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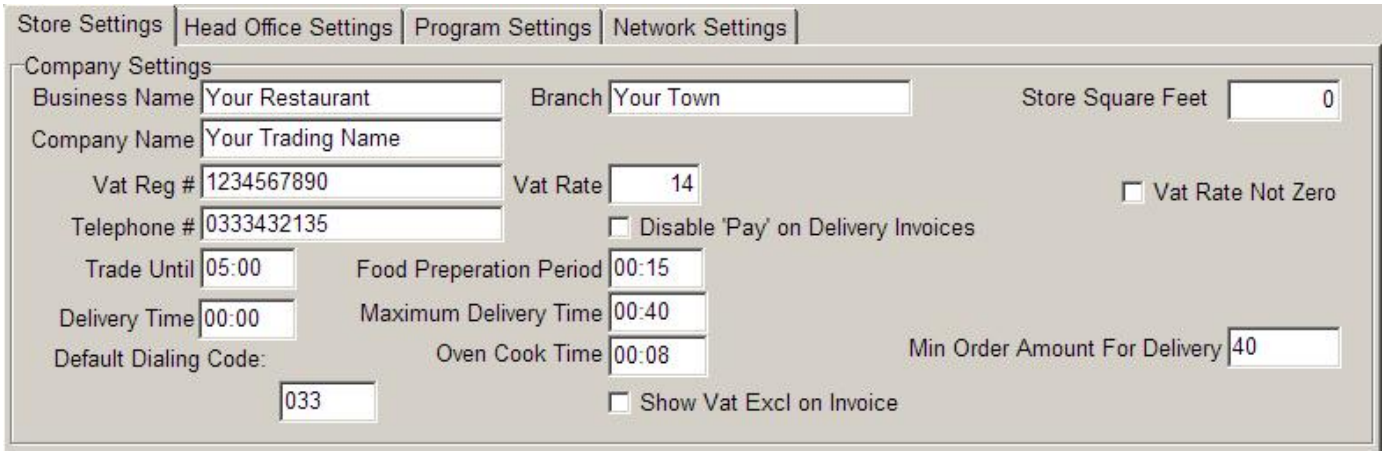
8.1.3.1 Store Settings



Company Settings

Business Name - Enter your franchise group name here.

Company Name (Optional) - Enter your individual business name here. This is generally accepted as the name you trade under.

Vat Reg # - Enter your VAT registration number here, this is for legality purposes.

Telephone # - Enter the store contact number here.

Trade Until - Select a time in the morning before you begin trading.

This feature helps to separate one day's trading from the next by marking the time at which the **current day's trading begins**. Anything done before that time will be displayed on the previous day's trading information.

5am is a recommended time as it gives ample time for stores that sometimes trade past midnight, and leaves enough of a time margin for opening in the morning.

Delivery Time - Enter a default travel time for delivery orders. If a delivery area has a travel time set up, Invoicing will use that time, if not it will revert to the default time set here.

Default Dialing Code (Optional) - Enter the dialing code for your store's area here.

Branch - Enter the unique identifying branch name here. This is generally accepted as the area or shopping centre that your store is in.

Vat Rate - Enter the value added tax rate here.

Vat Rate Not Zero - By selecting this option, Aura will prevent the aforementioned **Vat Rate** from being accidentally or deliberately set to a zero percentage.

Disable 'Pay' on Delivery Invoices - Outstanding orders (delivery, collect and tables) can normally be paid into the till by the operator of a till shift. Selecting this option will prevent delivery orders from being paid into the till before the driver assigned to the order has been cashed up.

Selecting this option may help avoid confusion with driver cashups at night by paying all the driver's deliveries into a single till shift.

For example, if a driver has 3 deliveries assigned to him, the first two are paid into till shift A, and then he is posted into till shift B: his amount owed will need to be split accordingly between the two till shifts. By preventing cashiers from manually paying a delivery order, you can prevent this scenario. For more information, see the section on the **Employee Cashup** 56.

Food Preparation Period - Enter the maximum time that it takes for an average item to be prepared by the kitchen staff.

Maximum Delivery Time - Enter that maximum time that a driver may take on a delivery.

Oven Cook Time - Enter the time required for cooking a menu item.

Show Vat Excl on Invoice (Optional) - Selecting the option displays the 'Vat Excl' line on an invoice as well as the vat and total amounts.

Store Square Feet (Optional) - You may enter the store's size here if you wish.

Min Order Amount for Delivery - If you have a minimum amount required for a customer to qualify for a delivery order, enter that mount here. Invoicing will not allow any order below this amount to be set as a delivery order.

Purchase Orders

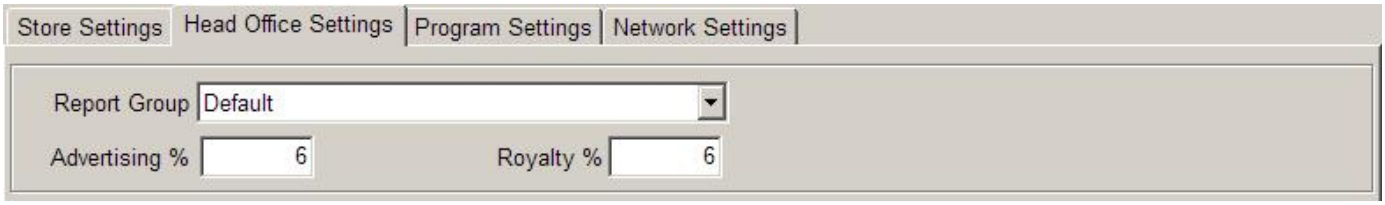
Address lines 1 and **2** - These two lines are available to enter your store's shop and street address lines.

Contact - Enter a contact number for the person responsible for receiving the orders.

City - Enter the city name here.

Area Code - Enter the area code here.

8.1.3.2 Head Office Settings



Report Group - Select the menu items report group you would like to set or view the advertising and royalty percentages for.

The report groups are set up for each menu item individually, used specifically in a combo-store with two or more franchises running on one system. In that scenario, it is highly likely that each store chain would have different advertising and royalty percentages. For more information, see the section on setting up **Report Groups** 128.

Advertising % - Enter the percentage of your gross profit that head office receive to cover their advertising costs.

Royalty % - Enter the percentage of your gross profit that head office require as a royalty.

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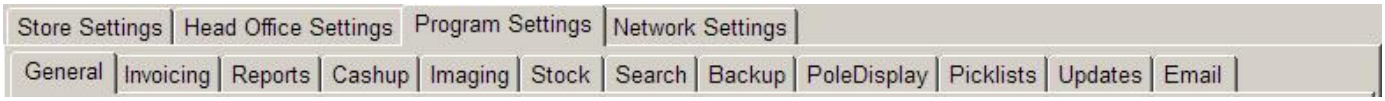
8.1.3.3 Program Settings

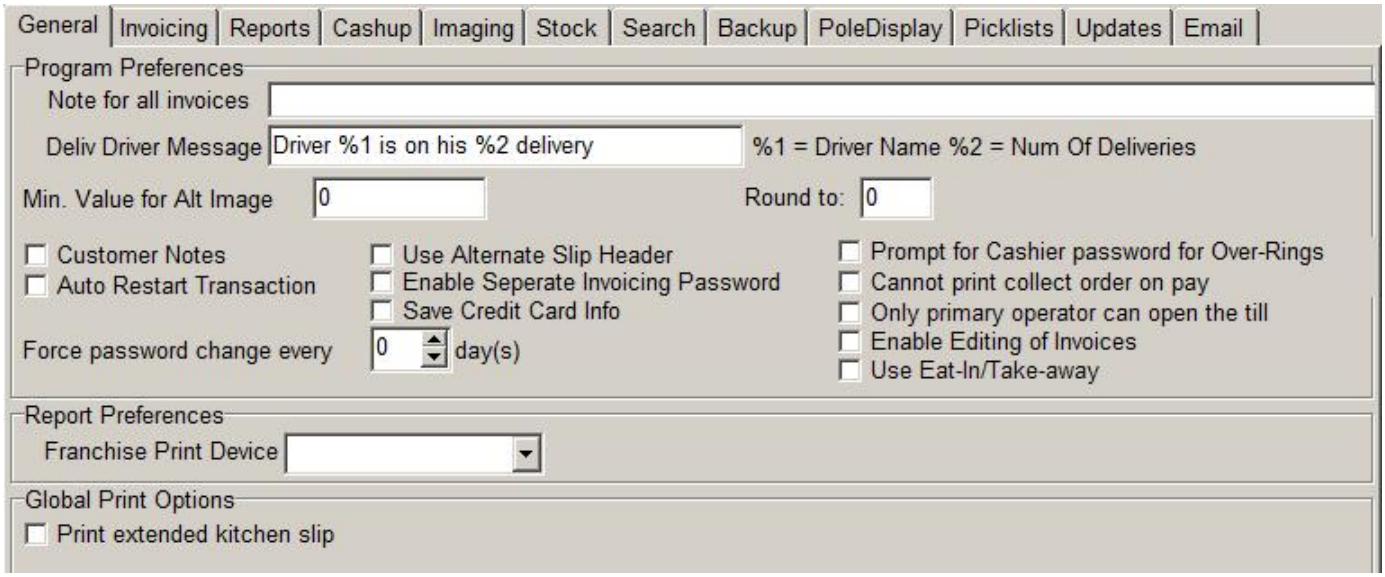
The **Program Settings** tab contains various settings relating to the running of your store. These range from display modes to options available in Invoicing.



For more information, see the relative section below:

- **General** 202
- **Invoicing** 203
- **Reports** 204
- **Cashup** 205
- **Imaging** 206
- **Stock** 207
- **Search** 207
- **Backup** 208
- **PoleDisplay** 209
- **Picklists** 209
- **Updates** 209
- **Email** 210

8.1.3.3.1 General



Note for all invoices - This message will print out at the top of the customer slip, just below your business name / logo.

Deliv Driver Message - This message will print on the customer slip for delivery orders only. Invoicing will automatically replace **%1** with the driver name, and will replace **%2** with the driver's deliveries count.

Min. Value for Alt Image - This is an old setting and is no longer used.

Round to: - Price rounding is the most widely accepted method for simplifying the exchange of cash and change for a customer. The rounding steps are set here as a unit value; meaning one unit of your country's standard currency.

Customer Notes - This is an old setting and is no longer in use.

Auto Restart Transaction - Select this option to start a new transaction as soon as one is completed.

Use Alternate Slip Header - If there are two till slip header images set up on the server computer, selecting this will make Invoicing use the secondary header instead of the normal header.

Enable Separate Invoicing Password (Used mainly for managers) - Allows an employee to have two separate passwords, one for general use, and a second for Invoicing only.

For more information on setting this password, see the section on **Adding New Employees** 106.

Save Credit Card Info - When selected, processing a credit card payment will show a credit card information screen to enter information such as credit card holder name, CRC numbers, expiry date etc. Not necessary to have this option selected.

Prompt for Cashier password for Over-Rings - Selecting this option will prevent anybody except the cashier assigned to an invoice from over-ringing the order. Preventing one person over-ringing other cashier's transactions.

Cannot print collect order on pay - Selecting this option will stop Invoicing from printing the customer's slip again when a customer comes to collect their previously placed order.

Only primary operator can open the till - In a situation where a till shift has multiple operators, selecting this will only allow the primary operator to open the cash drawer.

Enable Editing of Invoices - Enabling this option allows employees with the required access permissions to edit unsaved orders and add items to the bill.

Use Eat-In / Take-Away - By enabling this option, Aura can better separate orders based on their recipe contents. Extra recipe options can be set for an 'eat-in' or 'take-away' order.

For more information on Eat-in/Take-away, see the section on **Menu Item Recipes** 122.

Force Password Change Every <x> Day(s) - Forces all employees passwords to expire after the set number of days, asking them at that point to enter their current password, and select a new password in order to continue.

Franchise Print Device - Specify the reports printer for Aura BackOffice.

Print Extended Kitchen Slip - Changes the layout settings of all production slips to show the information in a different format. The manager will need to decide whether or not to have this option selected.

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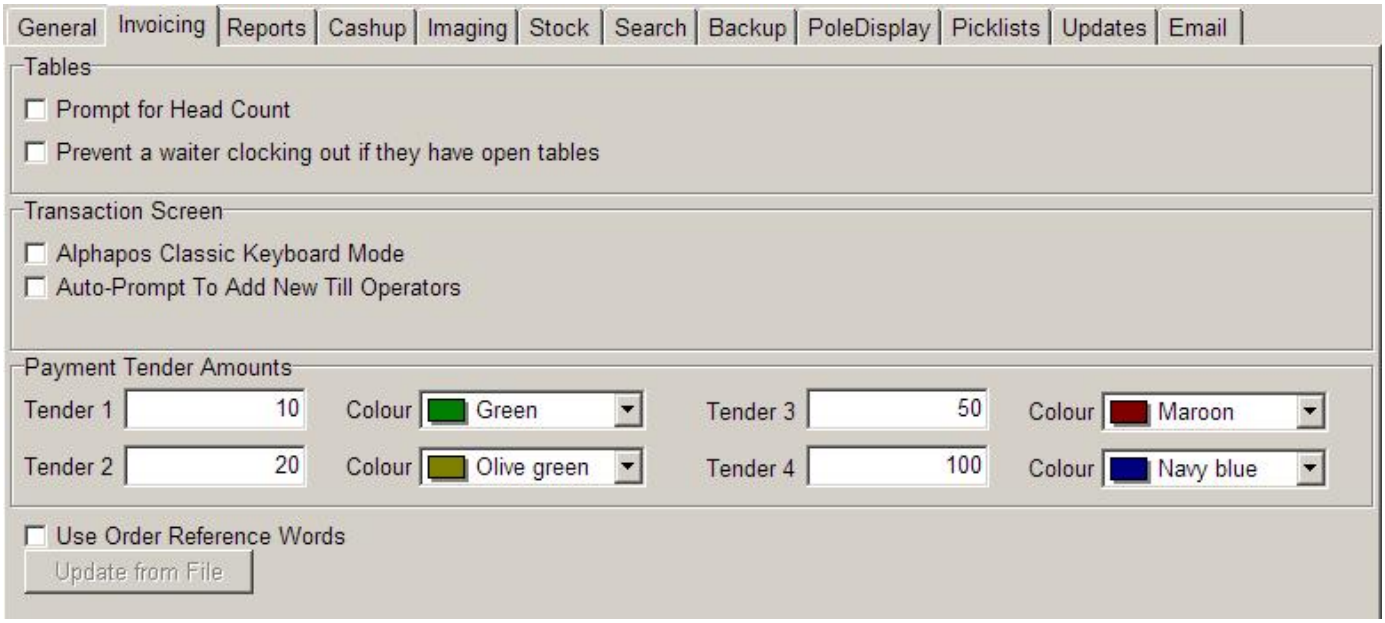
8.1.3.3.2 Invoicing



Tables

Prompt for Head Count - When starting a new table order, *Invoicing* will automatically display a prompt asking for a table head count.

Prevent a waiter clocking out if they have open tables - Selecting this option will not allow a waiter to clock out of the system if they have any tables that are not closed or paid into a till shift.

Transaction Screen

Alphapos Classic Keyboard Mode - This option will enable or disable the classic keyboard shortcuts in both touch screen and normal (keyboard) mode. It is recommended to keep this option selected all the time.

Auto-Prompt to Add New Till Operators - Selecting this option works in conjunction with a new feature of *Aura Invoicing*. If this option is selected and a non-operator on a till shift attempts to put through a counter order, *Invoicing* will ask if a second operator should be added. By clicking **yes** to that prompt, it follows the same procedure as adding an operator manually.

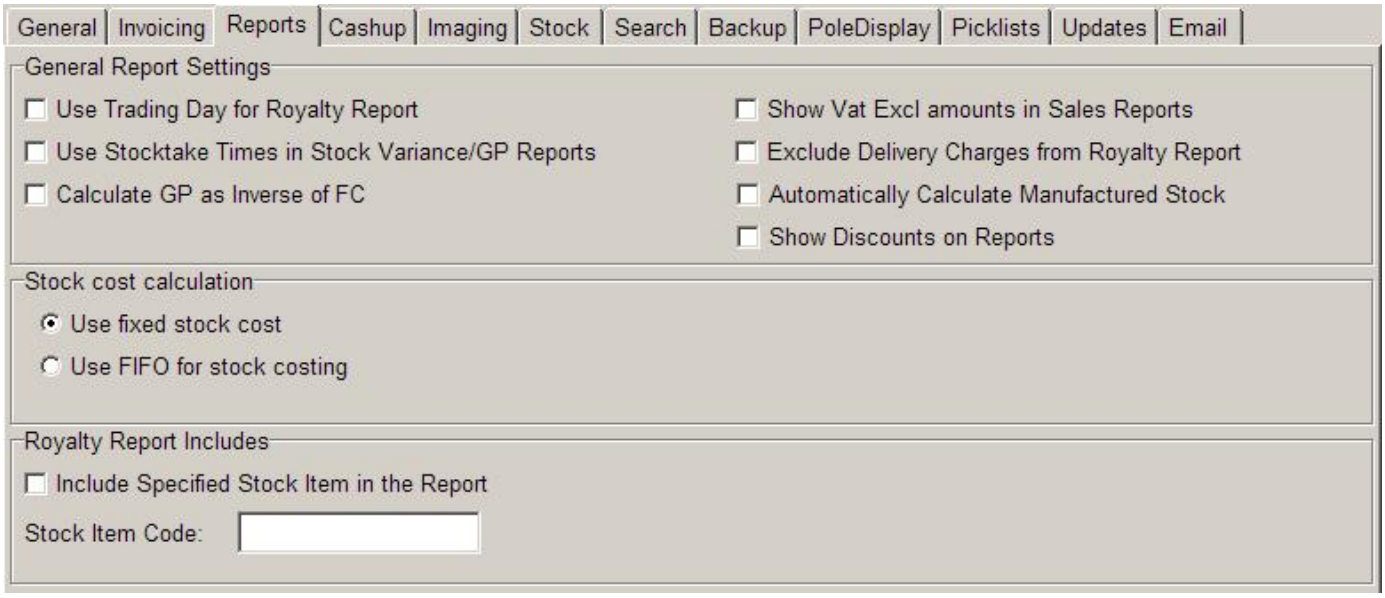
Payment Tender Amounts

Tender 1 to **4** - These four options create buttons on the **Customer Payment Screen** found inside *Invoicing*. For more information on the application of these buttons, please see the *Invoicing Manual*.

Use Order Reference Words - These words will be used on customer's orders in place of the default order number. When this option is ticked, the 'Update from File' button below it will be available.

Update from File - Select this to import a text file with a custom word list. Please note: this list must be in standard text format with no more than one word per line. Once the words are imported into Aura the text file is no longer needed, but it is advisable to keep it as a backup.

8.1.3.3.3 Reports



General Report Settings

Use Trading Day for Royalty Report - Selecting this option will cause the Royalty Report to separate the trading day by the **Trade Until** time instead of the computer date.

Use Stocktake Times in Stock Variance/GP Reports - This allows the *Aura* system to calculate the stock variances and stock on hand calculations more accurately.

Calculate GP an Inverse of FC - Due to currency rounding, the GP report percentages may not always add up to precisely 100%, this option will prevent that scenario.

Show Vat Excl amounts in Sales Reports - Selecting this option will include a 'VAT excluded' figure in the sales reports as well. For more information, see the section on the **Sales Reports**.

Exclude Delivery Charges from Royalty Report - The delivery charge is legally considered a form of income to the store, and therefore will be included in the royalty report. If for some reason you do not wish to include this figure in the royalty, select this option. For more information, see the section on **Royalty Report**.

Automatically Calculate Manufactured Stock - This setting is linked to the stock item's **Auto Manufacture** feature, the reports will only display the automatically manufactured items correctly if this option is ticked. For more information, see the section on **Auto Manufacture Stock Items** 148.

Stock Cost Calculation

Use Fixed Stock Cost - This option will use the last known purchase price of the stock items for stock cost calculations.

Use FIFO for Stock Costing - The cost calculation method takes the cost price fluctuations of stock items into consideration. A more detailed explanation of the stock costing methods is provided in the introduction to the **Reports** section of this manual. For more information, see the **Reports** manual.

Royalty Report Includes - Enabling this settings forces the **Royalty Report** to include specific details on the selected stock item. This was a special request by one of our customers.

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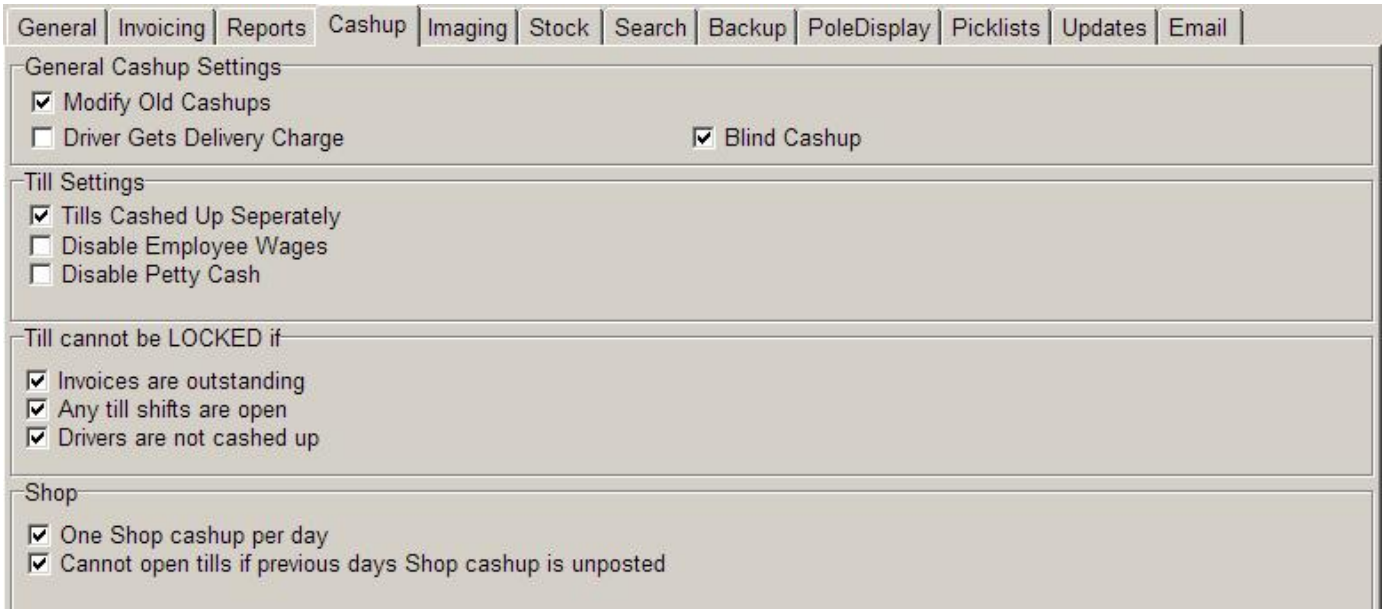
8.1.3.3.4 Cashup



General Cashup Settings

Modify Old Cashups - Affects the cashup screen, it is best to leave this option selected.

Driver Gets Delivery Charge - If your store does deliver orders to customers, and your store charges a delivery charge, that charge will be added to the driver's wages for each order.

Blind Cashup - Prevents the cashup screen from showing the NET Sales, Gross Sales, Credit Cards, GRVs paid from till, or whether the till is over / under. Essentially, the cashier doing the cashup on their own till will enter their cash on hand, their credit cards, and any petty cash payments. The manager will only be able to see if the till cashup balanced once the till is posted and locked.

Till Settings

Tills Cashed Up Separately - This option is no longer applicable, as all tills are cashed up separately by default now.

Disable Employee Wages - If your employees are paid either an hourly wage, commission, or delivery charges, selecting this option will disable all those wages. This setting affects ALL employees regardless of their employee category.

Disable Petty Cash - Disallows cashiers from entering any payments in the Petty Cash section of their till shift cashup.

Tills cannot be LOCKED if:

Invoices are outstanding - Check for any orders that have not been paid.

Any till shifts are open - Checks to see if any till shifts are not ended and posted.

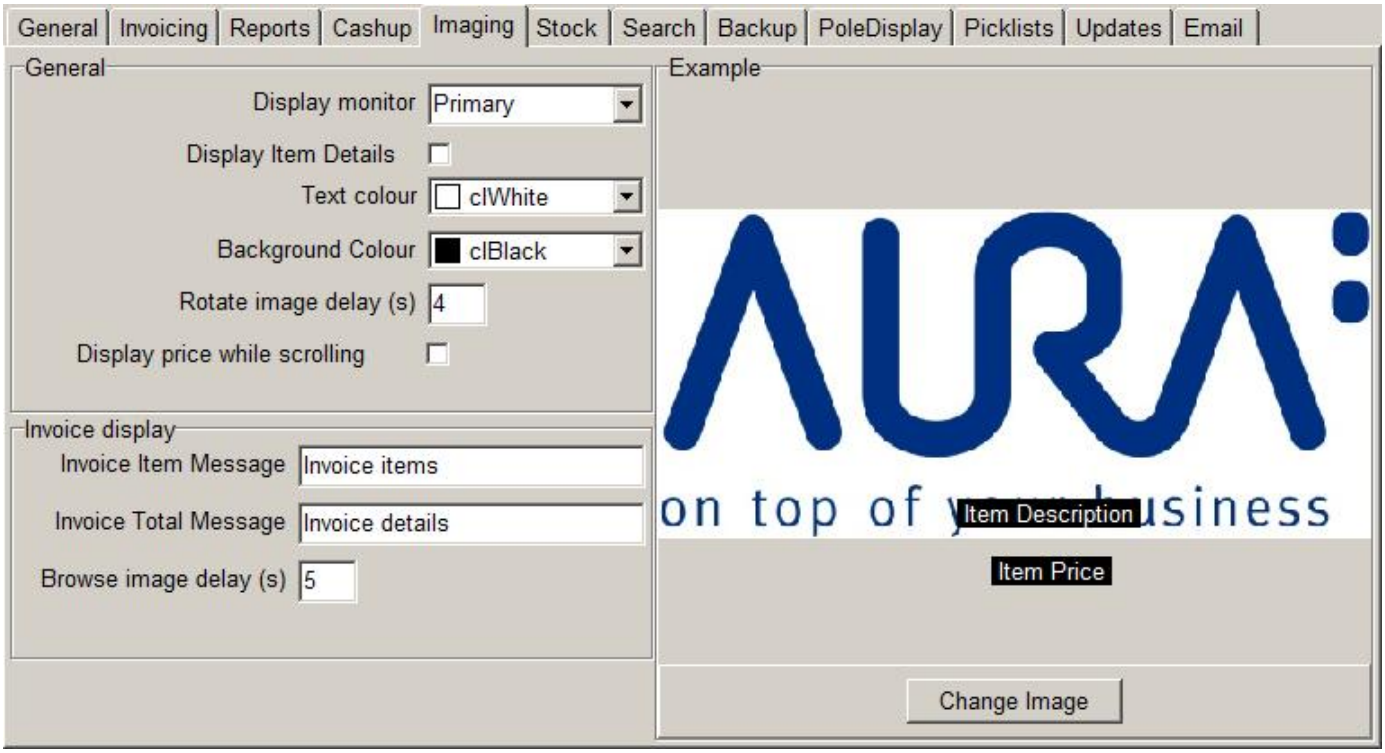
Drivers are not cashed up - Checks for any drivers that have not yet been cashed up (posted into an active till shift).

Shop

One Shop Cashup Per Day - Selecting this option will prevent any till shifts being activated on a date that the shop cashup has already been posted.

Cannot open tills if previous days shop cashup is un-posted - When selected, the previous day's shop cashup must be posted before trading can commence for a new day.

8.1.3.3.5 Imaging



These settings will only have an effect if you have each computer set up with the necessary hardware and software for the Aura Imaging application to function correctly. This hardware setup requires two computer monitors on each till computer, one facing the cashier and a secondary monitor facing the customer. If you do not have this, you will not need to adjust these settings.

General

Display Monitor (Primary / Secondary / Tertiary) - Select the monitor that is used for the customer imaging display.

Display Item Details - Tick this option to display extra details about the menu item being displayed on the customer imaging display.

Text Colour and **Background Colour** - Select the text colour and background colour for the customer imaging display.

Rotate Image Delay - Select the number of seconds each image is displayed for in the customer imaging display screen saver mode.

Display Price While Scrolling - Tick this option to display the menu item price in the customer imaging display screen saver mode.

Invoice Display

Invoice Item Message - Enter a header line for the menu item display on the customer imaging display.

Invoice Total Message - Enter a header line for the invoice display on the customer imaging display.

Browse Image Delay - Select the number of seconds that each menu item image is displayed for while processing an order.

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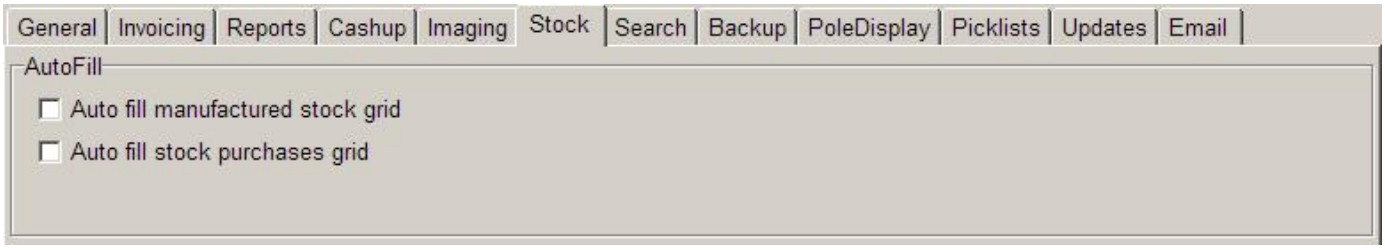
8.1.3.3.6 Stock



The following two options are designed to speed up and simplify both the stock manufacture and stock purchase processes in the Aura software. By selecting either of these options, the affected section will have all items previously manufactured or purchased into the current date with a 0 amount set as the yield or purchase (depending on the section affected). After doing so, all that is required to complete the process, is to insert the correct amounts in the desired stock item or items.

AutoFill

Auto Fill Manufactured Stock Grid - Selecting this option will affect the **Manufacture Stock** screen in the aforementioned way.

Auto Fill Stock Purchases Grid - Selecting this option will affect the **Stock Purchases** screen in the aforementioned way.

For more information, see the sections on **Manufacture Stock** 47 and **Stock Purchases** 41.

8.1.3.3.7 Search

Customer Search - Using these options, you can select which customer detail fields can be searched in the Customer Lookup window from Invoicing.

Email - This allows searching by the customer's set email address. This is not a very common detail, but may be used in the case of online orders.

Cellphone - Allows searching the customer by the number set in the 'Cellphone' field. **Recommended option.**

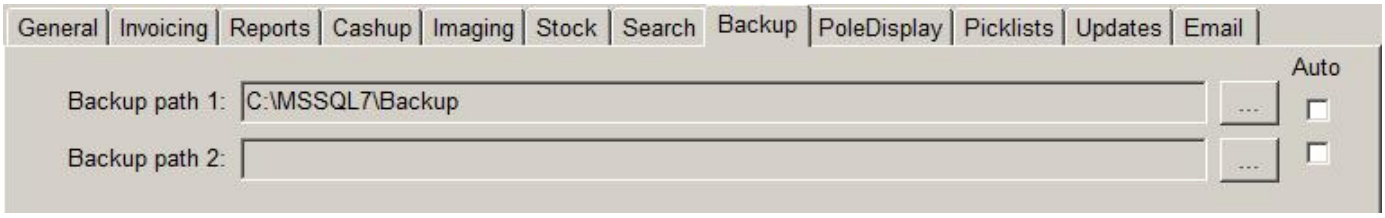
First Name - Allows searching by customer first name. **Recommended option.**

Last Name - Allows searching by customer surname. **Recommended option.**

CRM (Customer Related Marketing) - Selecting this option allows the Customer Search screen to search information inside the **CRM** tab in the Customer Details screen. For more information, see the section on **Customers** 112.

De-selecting an option will not prevent Invoicing from displaying or accessing that particular field, it will affect only the search window.

8.1.3.3.8 Backup

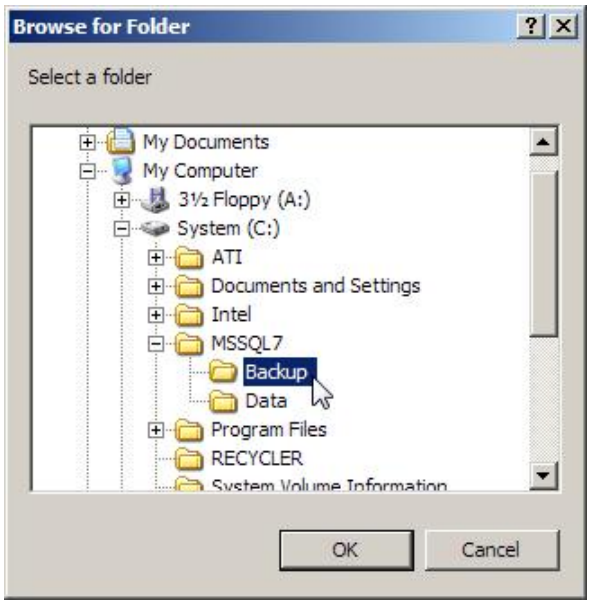


Backup Path 1 and **2** - These two lines display the currently set database backup paths.

... - Use this button to select a new backup location for the selected line.

Auto - Ticking this option will cause BackOffice to automatically backup to the selected path.

If you wish to change a backup location, click the ... button to the right of each location. Doing so will bring up the following prompt:



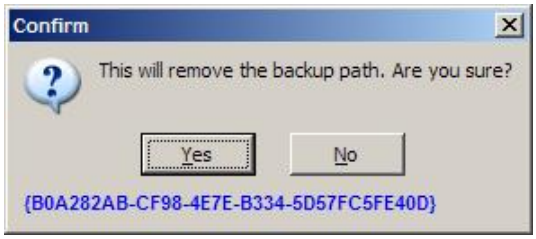
Browse to and select the folder you wish to backup to, and then click the **OK** button.

The recommended location for your database backup is **C:\MSSQL7\Backup**, however you may select any one or two backup locations you prefer.

Removing a backup Path

To remove a backup path and clear the line, click in the backup path line. Hovering your mouse pointer over the line will display a pop-up with more information, as seen below:

Clicking in the line will present you with the following prompt:



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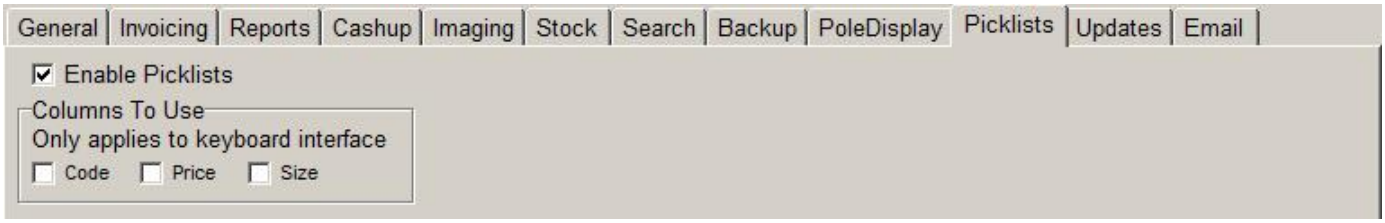
8.1.3.3.9 PoleDisplay

Line 1 - If you have any customer pole displays set up in your store, then the message typed in here will automatically scroll on the display when not in use.

8.1.3.3.10 Picklists

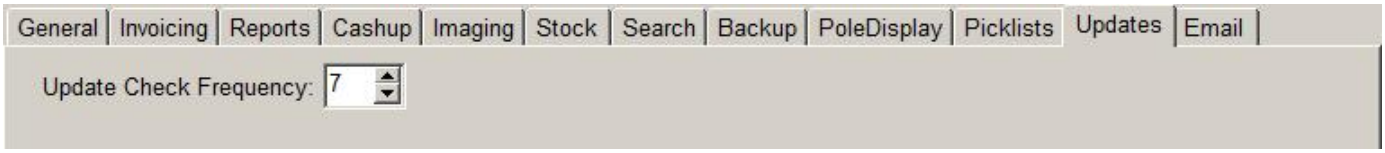


Enable Picklists - By ticking this option, *Invoicing* will allow the use of picklists. If you de-select this option, all menu items will be forced to ignore picklists completely. For more information, see the section on **Picklists** 137.

Columns To Use (Only applies to keyboard interface)

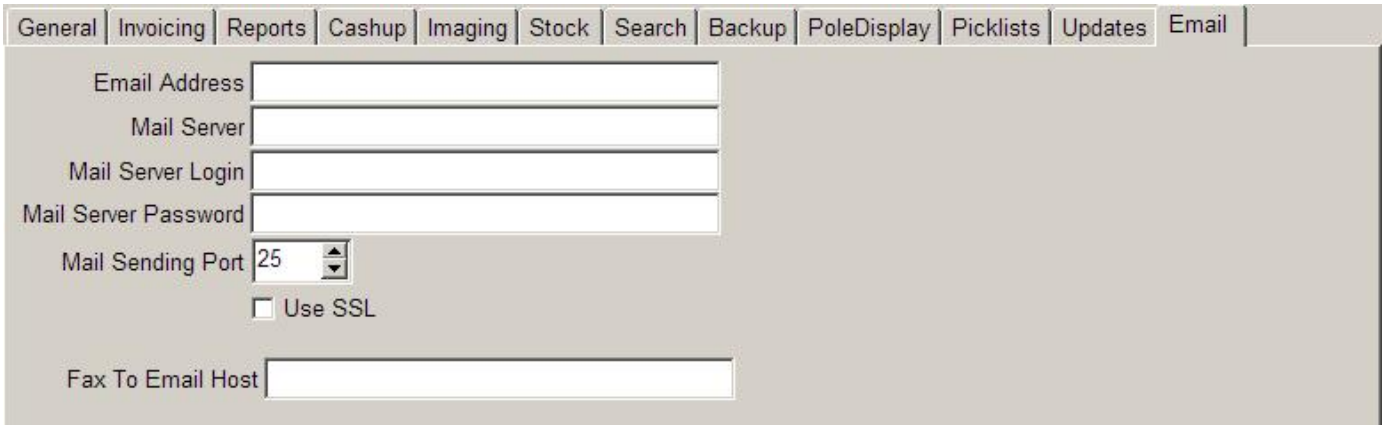
Code / Price / Size - When a picklist is selected in keyboard mode, you may select here which columns to display. If none are selected, all are shown.

8.1.3.3.11 Updates



Check Update Frequency - This option is to set the number of days before the Aura Updater is automatically run. For more information, see the section on **Help > Check For Updates** 227.

8.1.3.3.12 Email



Email Address - This field is for your own email address, much like setting up a return email address inside common email clients.

Mail Server - This field must contain the public address for the email server; these most commonly start with **smtp**, but even this may vary from one to the next.

Mail Server Login - This field must contain your login user name; generally provided to your by the service provider. Often this is just your username, but certain email servers use the full email address as a login name.

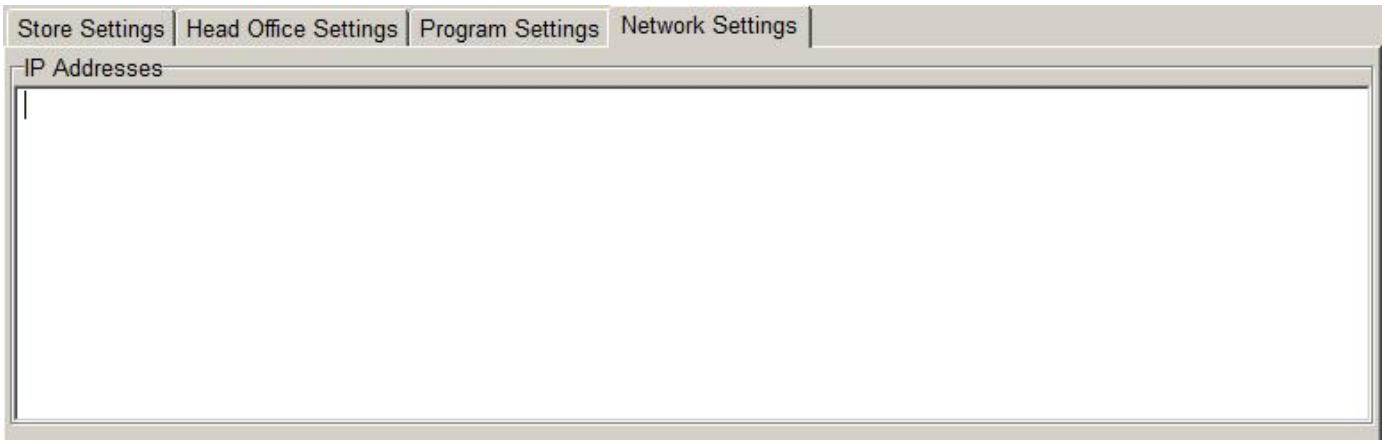
Mail Server Password - This field must contain your login password; generally provided to your by the service provider.

Mail Sending Port - This field needs the port number for your email service provider's server; although this is generally accepted as **port 25** for outgoing mail servers. If port 25 does not work, you will need to confirm this with your service provider.

Use SSL - If your email host requires the use of a secure port, you must enable this option. Please confirm this with your service provider.

Fax To Email Host - Fax-to-Email is a popular service that allows a user to email a message to a virtual email address, and have it delivered to a linked fax number instead.

8.1.3.4 Network Settings



IP Addresses - The notepad-like block on this page is used to store notes on your system setup. Originally intended to keep a list of all computer's network addresses (IP Address), you may store any notes on the setup of your store here.

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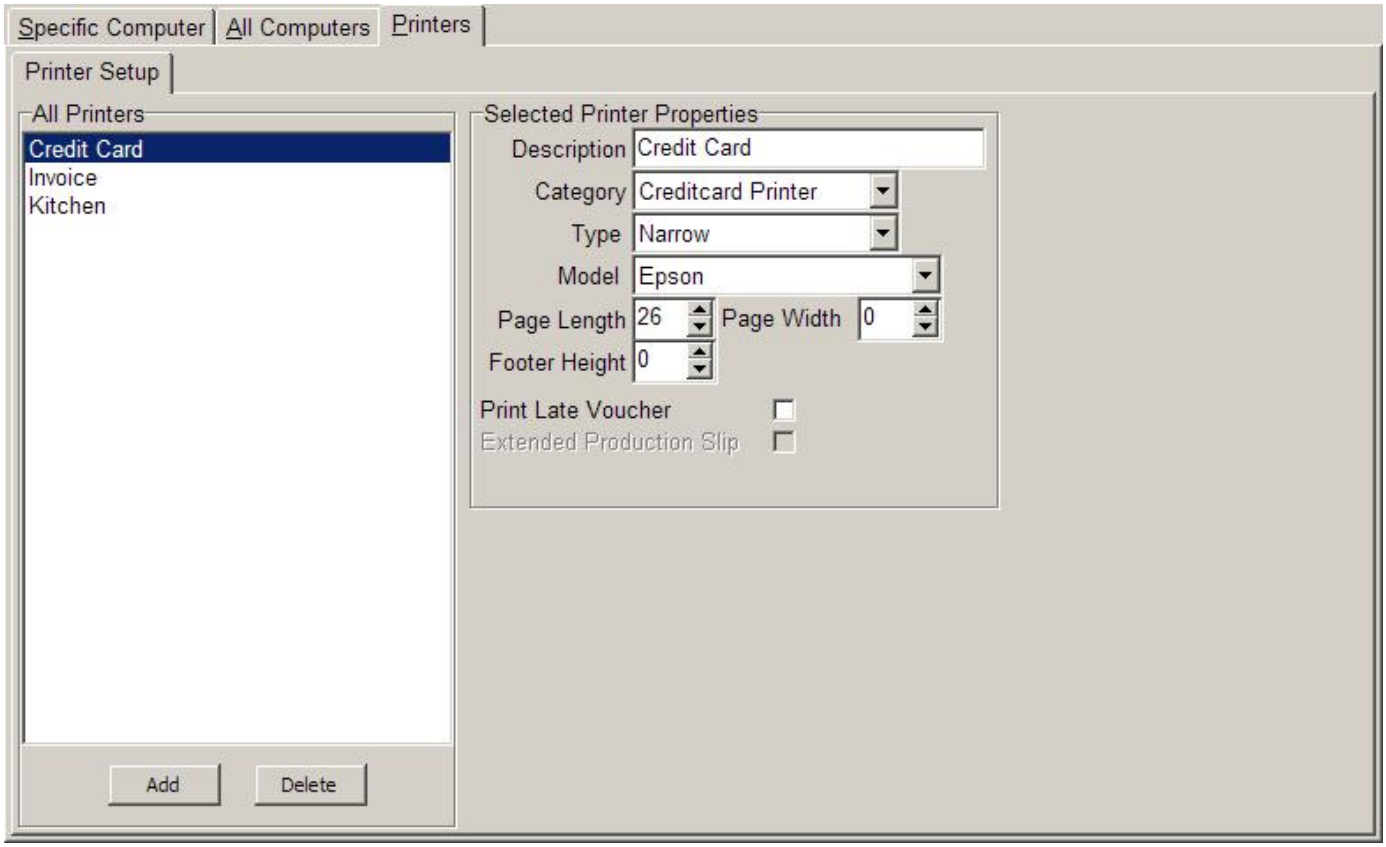
8.1.4 Printers



All Printers - This is a list of current printer setups inside the *Aura* software.

Selected Printer Properties - Will display the properties for the printer selected from the list of printers on the left.

Description - The name that will display in the list of available printers under New Printer Settings. This is for identification purposes only, you can name the printer as you like.

Category (*Invoice* | *Production* | *Credit Card*) - The category for the selected printer, this will determine whether the printer can be activated as an invoice, production, or credit card printer under Printer Setup.
For more information, see the section on **Printer Setup** 192.

Type (*None* | *Narrow* | *Wide* | *Impact Narrow*) - Select the type of the selected printer.

Model (*Epson* | *PosiFLEX* | *StarposTSP700* | *Epson Impact*) - To ensure correct printer formatting, please select the model type of your printer.

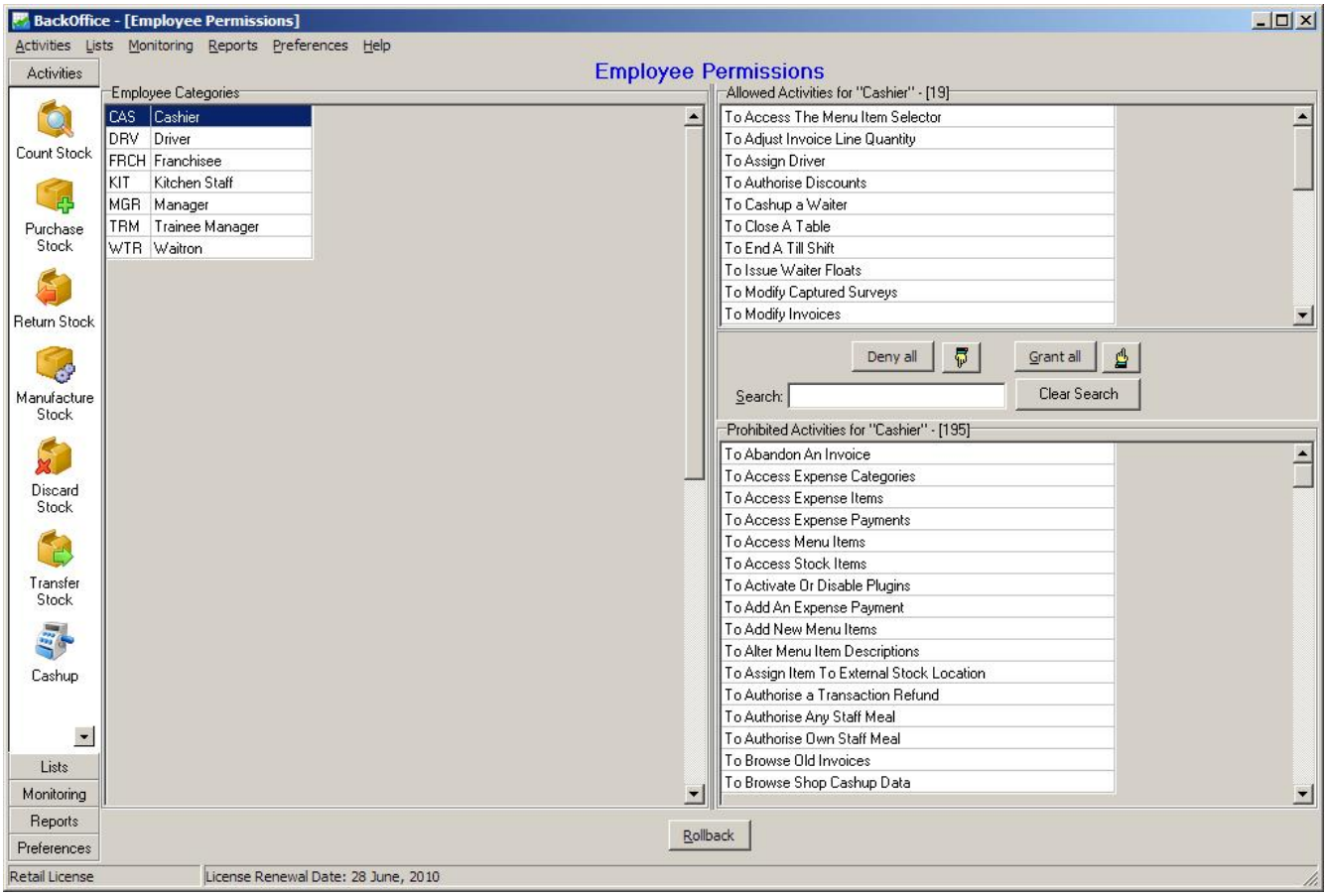
Page Length, **Page Width** and **Footer Height** - The above three settings are governed by the printer drivers, you do not need to adjust these settings at all.

Print Late Voucher - This is currently a dead feature, it will not make any difference to the printing of either customer or production slips.

Extended Production Slip (Only applies to production printers) - Selecting this option will print a slightly modified production slip, with parent items printed more clearly and their child items printed directly below them.

8.2 Access Permissions

The **Access Permissions** screen provides the features to restrict the level access each employee category has to the *Aura* system. For security and consistency reasons, permissions are set up by category instead of each employee individually. This screen can be accessed by selecting **Access Permissions** from the **Preferences** menu.



Employee Categories Section - The left hand section of this window lists all current employee categories set up in your system.

Allowed Activities for <category> - The upper right hand side displays the currently allowed activities for the selected employee category.

Denied Activities for <category> - The lower right hand side displays a list of activities that are prohibited for the selected employee category.

- This toolbar is used to either allow or disallow the selected access permissions, under either the **allowed** or **prohibited** activity codes.

- The **search** bar is used to filter the list of displayed activity codes, making it simpler to assign access permissions.

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Editing Employee Access Permissions

To view and edit the permissions for a certain category, first select the desired category from the list on the left. If you do not have the category here that you are looking for, it can easily be added without having to leave the **Employee Permissions** screen.

To do this, right click on an empty space on the left hand side. Doing so will display the following options:

The above options can also be accessed from the **Employee Categories** window. For more information, see the section on **Employee Categories** 101.

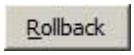
To either **allow** or **deny** any particular activity code, first select the permission and use the appropriate function as described in the introduction to this section. Below is an example of a selected access permission:

Multiple permissions can also be selected by use of the **shift** or **ctrl** (control) buttons on your keyboard. Below is an example of selecting multiple permissions using the **ctrl** key:

To Abandon An Invoice
To Access Expense Categories
To Access Expense Items
To Access Expense Payments
To Access Menu Items
To Access Stock Items
To Access The Menu Item Selector
To Activate Or Disable Plugins

For a list of the available access permissions and a description of their functions, see the section on **List of Access Permissions** 215.

Rolling Back Changes

If you made a mistake during the aforementioned process, you may press the 

button to reset all permissions to the point at which this screen was opened.

If *BackOffice* was able to successfully roll back all changes, you will be presented with the following window:

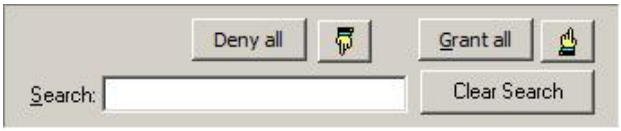
Be careful not to accidentally press the **Rollback** button, you cannot undo an 'undo'.

Grant All vs Deny All

The **Grant All** and **Deny All** buttons are there to allow more quickly editing a category. For example, if you are adding a new 'Trainee Manager' category, and you wish the manager to have access to the majority of the system but not unlimited: the quickest procedure would be to grant all permissions, and then remove the desired permissions.

Access Permission List Filter

The list of access permissions may now be filtered to simplify searching for a specific permission. In between the list of allowed and prohibited activities, you will see the **Search** area; as seen here:



Simply begin typing a keyword that you would like to search for in the **Search** block; you will notice the list of both allowed and prohibited activities will be filtered as you type. As the list is filtered, the background will change from white to yellow, indicating the list is filtered. The filter is applied as a *partial match anywhere* filter; which means if you search for the word **'menu'**, the filter will show all items with the word **'menu'** anywhere in the description.

As seen in the following example, the list of permissions for **Cashier** has been filtered using the keyword '**till**':

Deny all
Grant all
Search: till
Clear Search
Prohibited Activities for "Cashier" - [5] matching "till"
To Close Off Someone Else's Till Shift
To Run Item Sales By Date By Till
To Run Item Sales By Till
To Run Sales By Hour By Till
To Start A New Till Shift

The **Deny All** and **Grant All** buttons now take this filter into account as well; affecting *only* the permissions shown in the filter. For example; if we press the **Grant All** button while the filter is set as in the image seen above; only the items displayed will be added to the list of allowed activities, any other permissions that are **not shown** will not be included.

To clear the **Search** block, either press the **BackSpace** key a few times, or press the **Esc** key once.

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8.2.1 List of Access Permissions

During an Aura upgrade, a newer version of BackOffice or Invoicing may require new activity codes to be added, this is done automatically during the upgrade process. With the exception of certain access permissions, new permissions will default to being **prohibited** from most employees; including the default **FRCH** (franchisee) employee category. In addition to this; due to information links in the database, activity codes that are no longer in use in a new version may not be removed completely.

While reading through this list of permissions, each permission is structured to give the most useful information possible. Next to each access permission, a suggested minimum access permission level is shown in brackets (described below). Keep in mind that these are only suggestions; you may still grant or deny any of these permissions as you see fit.

- **Admin** is shown if the permission requires a high level of access (such as store owners or technicians) and should not be changed by the average user. Permissions marked as 'admin' have a large effect on the trading or security of your store.
- **Manager** is shown where the store manager may need access to ensure that the store can be maintained effectively.
- **User** is shown for permissions that are safe for any employee with access to Aura. These would include cashiers, drivers, or waiters where applicable.

List of Activity Codes

Listed here are the access permissions currently found in the Aura POS system; due to the simple nature and sheer volume of reports included in Aura, access permissions directly relating to the running of reports have been excluded from this list.

When looking through the access permissions in Aura BackOffice, reports related permissions will be seen in a format such as "To Run <name> Report". For example: "To Run Gross Profit Report", "To Run Stock Variance Report", etc. These report permissions should for the most part be granted to the manager category.

Access Permission	Access Level	Description
To Abandon An Invoice	*Manager*	Used to abandon an invoice before being saved.
To Access Expense Categories	*Admin*	Used to access the **Expense Categories** screen.
To Access Expense Items	*Admin*	Used to access the **Expense Items** screen.
To Access Expense Payments	*Manager*	Used to access the **Capture Operating Expenses** screen.
To Access Menu Items	*Manager*	Used to access the **Menu Items** list.
To Access Stock Items	*Manager*	Used to access the **Stock Items** list
To Access The Menu Item Selector	*Cashier*	Used to access the **Menu Item Selector** inside a new order.
To Activate Or Disable Plugins	*Admin*	Used to set the active plugins for *Aura.*
To Add An Expense Payment	*Manager*	Used to capture a new **Expense Payment** record.
To Add New Menu Items	*Admin*	Used to create new menu items.
To Adjust Invoice Line Quantity	*Cashier*	Used to increase or descrease the item quantity in a new order.
To Alter Menu Item Descriptions	*Admin*	Used to change the description of **Menu Items**.
To Assign Driver	*Driver/Cashier*	Used to assign a driver to a delivery order in *Aura Invoicing.*
To Assign Item To External Stock Location	*n/a*	*This access permission is no longer in use.*
To Authorise a Transaction Refund	*Manager*	Used to refund a credit card transaction in *Aura Invoicing.*
To Authorise Any Staff Meal	*Manager*	Used to apply a staff meal discount for any employee.
To Authorise Discounts	*Cashier*	Used to apply a discount to an order.
To Authorise Own Staff Meal	*Manager*	Used to apply a staff meal discount for yourself only.
To Browse Old Invoices	*Manager*	Used to browse historical invoices.
To Browse Shop Cashup Data	*Manager*	Used to access **Cashup** screen. Cashiers will need this if they are to cashup their own tillshifts.
To Browse Stock Takes	*n/a*	*This access permission is no longer in use.*
To Browse Waiter cashup data	*n/a*	*This access permission is no longer in use.*
To Cashup a Waiter	*Manager*	Used to post a waiter or driver into a till shift. Cashiers will need this if they are to cashup their own tillshifts.
To Change Assigned Table	*n/a*	*This access permission is no longer in use.*
To Change Invoice Allocation Between Waiters	*Manager*	Used to reasign a table order to a different waiter.
To Change Login Details For An Employee	*n/a*	*This access permission is no longer in use.*
To Change Logout Time For An Employee	*n/a*	*This access permission is no longer in use.*

Access Permission	Access Level	Description
To Change Menu Item Groupings	*Manager*	Used to set menu item links to **Report Groups** and **Sales Locations**.
To Change VAT Rate	*Manager*	Used to set the **VAT Rate** in the system settings.
To Close A Table	*Waiter/Cashier*	Used to close a table order assigned to the current employee.
To Close Any Table	*Manager*	Used to close a table order assigned to any employee.
To Close Off Someone Else's Till Shift	*Manager*	Used to end a till shift started by another employee.
To Confirm Credit Card Override	*Manager*	Used to manually capture a credit card sale with NOMAD.
To Convert Collect Order To Delivery	*Manager*	Used to convert a collect order to a delivery.
To Convert Delivery Order To Collect	*Manager*	Used to convert a delivery order to a collect.
To Delete A Customer Record	*Manager*	Used to remove a customer details record.
To Delete A Menu Item	*Admin*	Used to remove a menu item.
To Delete An Attendee Record	*n/a*	*This access permission is no longer in use.*
To Delete An Expense Payment	*Admin*	Used to remove a saved **Expense Item Payment**.
To Delete Unsaved Invoice Line	*Manager*	Used to remove an item from an order before being saved. For **cashiers**, use the permission to void items instead.
To Determine Which Activities Require Authorisation	*n/a*	*This access permission is no longer in use.*
To Discard Stock	*Manager*	Used to access the **Discard Stock** screen.
To Do a Partial Quantity Adjustment	*Manager*	Used to manually adjust the item quantity with decimal places in an order.
To Edit a Posted GRV	*Admin*	Used to adjust details of the GRV header once the GRV has been included in a posted till shift.
To Edit An Already Assigned Invoice	*Manager*	Used to modify a delivery order after being assigned to a driver.
To Edit An Already Assigned Table	*Waiter/Cashier*	Used to modify a table order after being assigned to a waiter.
To Edit An Existing Stock Take	*Admin*	Used to modify an already posted stock take. If a stock take is less than 24 hours old, Aura will use "*To Edit Stock Take within 24 hours of posting*" listed below instead.
To Edit An Expense Payment	*Admin*	Used to modify details of an **Expense Item Payment**.
To Edit or Delete an invoice line	*Manager*	Used to modify or remove items from a saved table, delivery or collect order. Without this, items may still be added.
To Edit Posted GRV Lineitems	*Admin*	Used to adjust details of the GRV stock items once the GRV has been included in a posted till shift.
To Edit Stock Take within 24 hours of posting	*Manager*	Controls access to a newly posted stock take less than 24 hours old.
To End A Till Shift	*Cashier*	Used to close a till shift started by the same employee.
To Exclude External Location Sales From Cashup	*n/a*	*This access permission is no longer in use.*
To Exit GUI View	*Manager*	Used to close the **Table Plan** view in *Aura Invoicing.*
To Issue waiter floats	*n/a*	*This access permission is no longer in use.*
To Lock A Till Shift	*Manager*	Used to lock a posted till shift in the cashup record. Cashiers will need this if they are to cashup their own tillshifts.
To Maintain Access Control	*Admin*	Used to set access permissions per employee category.
To Maintain Employee Categories	*n/a*	*This access permission is no longer in use.*
To Maintain Employee Details	*Manager*	Used to add or edit employee details.
To Maintain Employee Passwords	*Manager*	Used to edit an existing employee's password.
To Maintain Menu Categories	*Admin*	Used to access the **Menu Items Category** screen.
To Maintain Menu Prices	*Admin*	Used to modify menu item prices; this option is hidden and does not prompt for a password.
To Maintain Over-Ring Reasons	*n/a*	*This access permission is no longer in use.*
To Maintain Reporting Companies	*n/a*	*This access permission is no longer in use.*
To Maintain Stock Categories	*Admin*	Used to access the **Stock Items Categories** screen.
To Make A Stock Location External	*Admin*	Used to mark a stock location as 'External'.
To Manufacture Stock	*Manager*	Used to access the **Manufacture Stock** screen.
To Mark Any Invoice as a Late Delivery	*Manager*	Used to flag an order as a 'Late Delivery'. Take note that this requires a discount to be set up as a late delivery.
To Modify A Clock Period	*Admin*	Used to specify the clock-in and clock-out times of any employee. Take note that this will affect hourly wages.
To Modify Captured Surveys	*Manager*	Used to capture or modify surveys in the **Cashup** screen.

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Access Permission	Access Level	Description
To Modify Cashup Entries	*Manager*	Used to modify till shift entries in the **Cashup** screen. Cashiers will need this if they are to cashup their own tillshifts.
To Modify Customer Pricing Level	*n/a*	*This access permission is no longer in use.*
To Modify Discount Entries	*Admin*	Used to access the **Discount Codes** screen.
To Modify Invoices	*Waiter/Cashier*	Used to open a saved table, delivery or collect order for editing.
To Modify Menu Item Recipes	*Admin*	Used to modify the recipes displayed in the **Menu Items** screen.
To Monitor Activity	*Manager*	Used to access the **Monitoring > Activity** screen.
To Monitor Daily Sales	*Manager*	Used to access the **Monitoring > Daily Sales** screen.
To Monitor Staff Attendence	*Manager*	Used to access the **Monitoring > Staff Attendance** screen.
To Monitor Staff Performance	*Manager*	Used to access the **Monitoring > Staff Performance** screen.
To Monitor Staff Statistics	*Manager*	Used to access the **Monitoring > Staff Statistics** screen.
To Open The Till	*Cashier*	Used to open the cash drawer.
To Over-Ring An Invoice	*Manager*	Used to overring any order.
To Override Time Warning	*Manager*	Used to bypass the time warning if no orders have been processed for 24 hours.
To Partially Pay From Till	*Manager*	Used to pay part of a GRV from an active till shift.
To Perform A Backup	*Manager*	Used to backup the database.
To Perform A Stock Take	*Manager*	Used to start a new stock take in the **Count Stock** screen.
To Perform A Till Cashup	*n/a*	*This access permission is no longer in use.*
To Perform The Daily Cashup	*n/a*	*This access permission is no longer in use.*
To Pickup All Tables	*Manager*	Used to pickup a table assigned to any waiter.
To Post a Till Cashup	*Manager*	Used to post a till shift in the cashup record. Cashiers will need this if they are to cashup their own tillshifts.
To Post Shop Cashup	*Manager*	Used to post the day's shop cashup record.
To Print Old Invoices	*Manager*	Used to print duplicate copies of historical orders. Take note that you will need permission 'To Browse Old Invoices' in order to print them.
To Print Stock Manufacture Slip	*Manager*	Used to print a kitchen slip showing stock to be manufactured.
To Process a Credit Card Transaction	*Cashier*	Used to process payment through the NOMAD credit card system.
To Process a Food Refund	*Manager*	Used to refund a NOMAD credit card transaction in *Aura Invoicing.*
To Process A Staff Meal Discount	*Manager*	Used to allow or restrict access to **Staff Meal** discount codes. Without this, a user cannot process any staff meals at all.
To Process Grvs	*Manager*	Used to create or modify GRVs in the **Stock Purchases** screen.
To Process Invoices	*Waiter/Cashier*	Used to start a new customer order.
To Re-Post A Previously Posted Cashup	*n/a*	*This access permission is no longer in use.*
To Re-Post A Previously Posted Shop Cashup	*n/a*	*This access permission is no longer in use.*
To Re-Print An Invoice	*Manager*	Used to print a duplicate copy of a customer slip.
To Reprint A Credit Card Slip	*Manager*	Used to print a duplicate copy of the customer's credit card slip. Take note that this requires a credit card printer set up in the settings.
To Reprint A Stock Manufacture Slip	*Manager*	Used to print a duplicate copy of the stock manufacture slip.
To Restore System Settings	*Admin*	Used to restore all *Aura* system settings to a specific date or version. This option should **only** be used by instruction from the *Aura Helpdesk Support Technicians.*
To Restrict Employee Categories	*Admin*	Used to access the **Restricted Employee Categories** screen. Once set up, this should **only** be accessed by the store administrator or owner for security reasons.
To Return Any Stock To Any Supplier	*Admin*	Used to return stock to a supplier from whichh it was not originally purchased.
To Run Backoffice	*Manager*	Used to open the *Aura BackOffice* application.
To Run Data Extractor	*Admin*	Used to open the *Aura Data Extractor* application.

Access Permission	Access Level	Description
To Run DB Optimiser	*Admin*	Used to open the *Aura Database Optimiser* application.
To Run DB Purge	*Admin*	Used to open the *Aura Database Purge* application.
To Run GUI Designer	*Manager*	Used to access the **Table Plan** floor designer.
To Run Order Manager	*Manager*	Used to open the *Aura Order Manager* application.
To Run Street Sweeper	*Manager*	Used to open the Aura Street Sweeper application.
To Set The Royalty Or Advertising Percentage	*Admin*	Used to set the royalty percentages in the system settings.
To Split or Group an Invoice	*Manager*	Used to split or join table orders in *Aura Invoicing.*
To Start A New Till Shift	*Cashier*	Used to start a new till shift in preparation for processing orders.
To Transfer Stock	*Manager*	Used to access the **Transfer Stock** screen.
To Transfer Table	*n/a*	*This access permission is no longer in use.*
To View Or Change Global Settings	*Manager*	Used to access the System Settings for the Aura POS system.
To View Or Change Invoice Settings	*n/a*	*This access permission is no longer in use.*
To Void An Invoice Line	*Waiter/Cashier*	Used to mark items on an order as 'VOIDED' and set quantity and price to zero. This is designed as a safer alternative to deleting items from an order.

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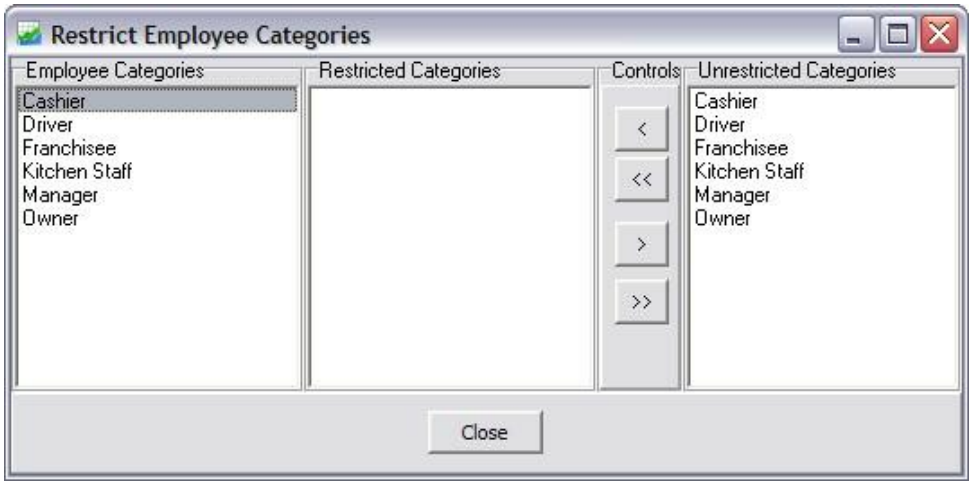
8.3 Restricted Employee Categories

The **Restricted Employee Categories** window was designed to prevent an employee from editing or adding a new employee to a category that is higher than his/her own. For example: when set up correctly, a **manager** will not be allowed to edit a current, or add a new employee record using the category of **franchisee.**



Employee Categories - You may select the category you wish to edit restrictions for in this list.

Restricted Categories - Displays a list of categories that are restricted from the selected category's access.

Controls - This toolbar contains functions used to maintain the restricted / unrestricted categories list.

Unrestricted Categories - Displays a list of categories that are available to edit by the selected category.

Restricting Categories

To prevent a user in the 'Manager' category from adding or editing a user in the 'Franchisee' category, you will need to restrict that category from their range of access. To begin, select the trainee manager category from the left hand side-then select Franchisee from Unrestricted Categories and move it to the Restricted Categories.

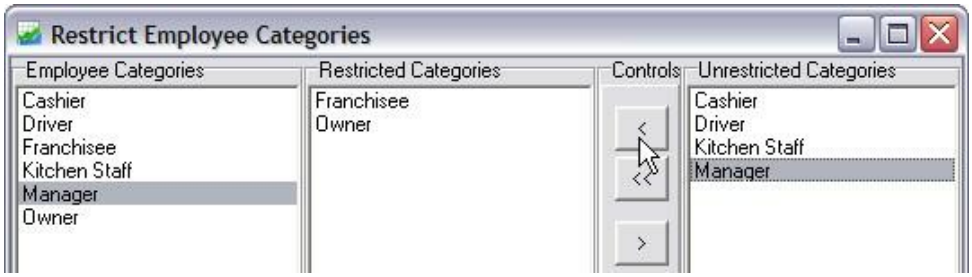
- First select the desired employee category in the **Employee Categories** column (left).
- Adjusting the selected employee category's permissions is done using the following two controls:

< - Move the selected employee category to the **Restricted Categories** list.

> - Move the selected employee category to the **Unrestricted Categories** list.

In the following example, the 'Manager' category is currently being edited (notice the category selection in the **Employee Categories** column). Currently, the 'Manager' category is currently restricted from adding or editing and 'Franchisee' or 'Owner' employee categories, but is still allowed to add or edit the 'Cashier', 'Driver', 'Kitchen Staff' and 'Manager' categories.

If the single left arrow (currently below the mouse pointer) is clicked, the 'Manager' category seen in the **Unrestricted Categories** list will be moved to the **Restricted Categories** list, therefore preventing a 'Manager' from adding or editing another user assigned to the 'Manager' category.



Only a user in the 'Franchisee' or 'Owner' category (depending on your business preferences) should have access to edit these category restrictions.

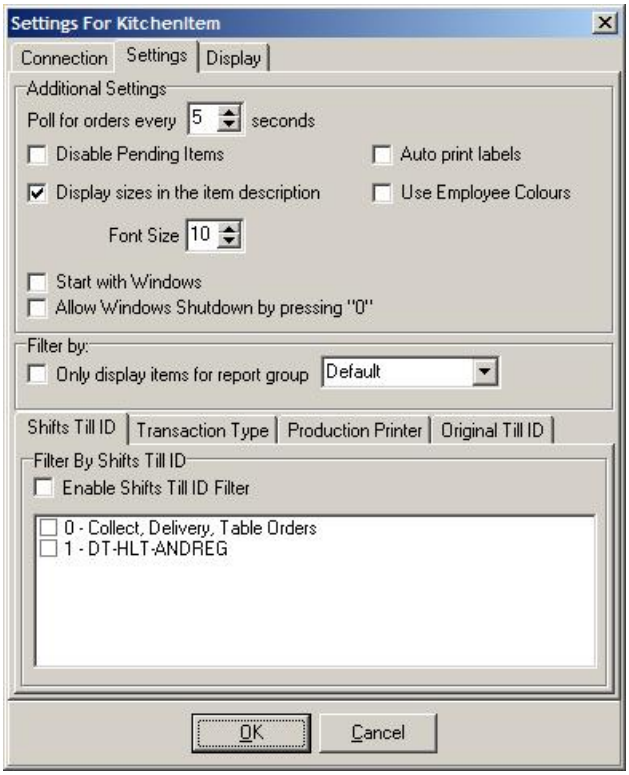
8.4 Kitchen Item Settings

Some store setups opt for simply a touch screen for kitchen computers and do not include a mouse or full keyboard. In these cases it is easier for managers and technicians to access the Kitchen Items settings window directly from BackOffice.

The settings screen displayed here provides the same options as Kitchen Items itself.

Kitchen Item Settings

When the Kitchen Items settings window is opened, you will see a window similar to the example below.



Additional Settings

Poll for Orders Every <x> Seconds - This setting configures a timer to check for any new orders from the cashier's tills. A generally recommended time is between 5 and 15 seconds.

Disable Pending Items - Selecting this option will disable the display of pending items as they are rung up.

Display Sizes in the Item Description - Enables size detail to be shown in the description for an item.

Auto Print Labels - When an order is marked as 'Done', Kitchen Items will print the labels automatically.

Use Employee Colours - Each employee may have a unique colour assigned to their employee record. If this option is ticked, employee-specific colours will be used as the background colour for any order assigned to them.

The following two options should only be enabled on dedicated Kitchen Items computers.

Start with Windows - With this option ticked, Kitchen Items will be launched every time the computer is turned on.

Allow Windows Shutdown by pressing "0" - When selected, exiting Kitchen Items by pressing the 0 key on the numpad will shut the computer down as well.

Filter by - Enabling the first filter option will cause Kitchen Items to only display items that are assigned to the selected Report Group. (See **Lists > Menu > Items** 119 for more information)

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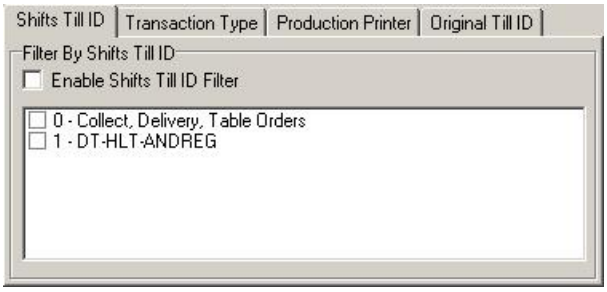
Filter Tabs

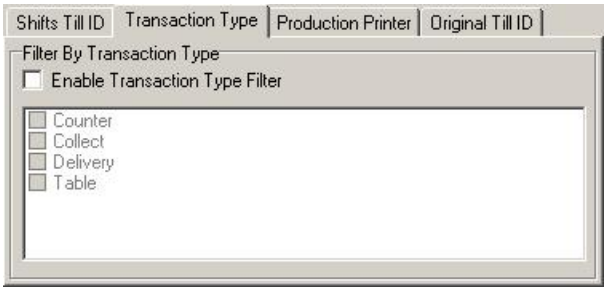
Four tabs are available for setting custom filter options for the data displayed in Kitchen Items. Each tab has a single tick box at the top to enable or disable the particular filter, in order to avoid having nothing displayed, you should only have one filter active at a time. Within each filter, you may select as many options as you require, including multiple tills or multiple production printers.

When a filter method is enabled, only orders that match the set filter options will be displayed.

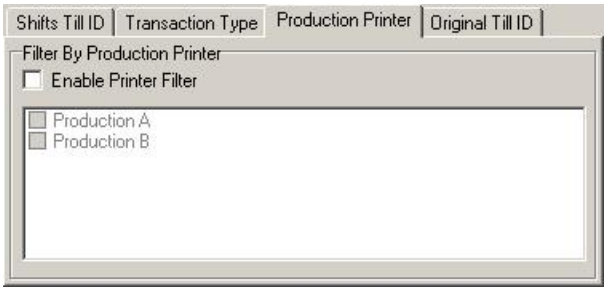
For example: By activating the Production Printer filter and selecting 'Production Printer A', Kitchen Items will only show menu items assigned to the selected printer. Any items not assigned to Production Printer A or assigned to a different production printer will not be shown.



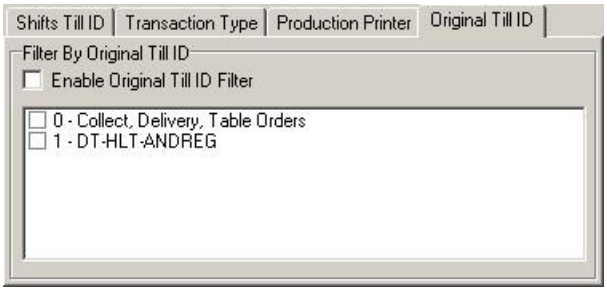
Shifts Till ID - With this filter enabled, you may select to only show menu items on orders that are currently linked to the selected Till ID(s).



Transaction Type - With this filter enabled, you may select to only show menu items on orders that are assigned to the selected transaction type(s).



Production Printer - With this filter enabled, you may select to only show menu items assigned to the selected production printer(s).

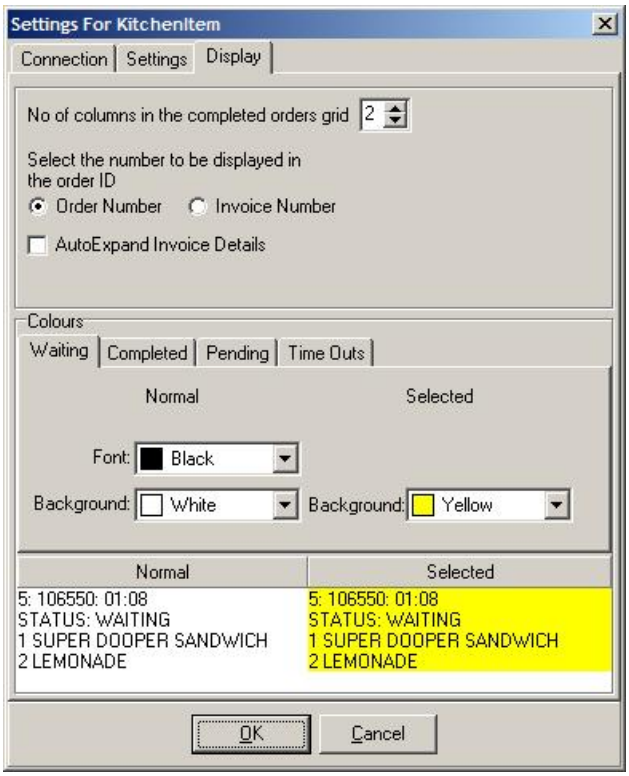


Original Till ID - With this filter enabled, you may select to only show menu items on orders that were originally processed on the selected Till ID(s).

Connection and Display Tabs

The Connection tab contains a single option to maintain the connection to the Aura Database. Other than the initial setup of the kitchen computer and possibly repairing connection issues, you will not need to use this option.

Display Tab - This tab allows you to customize the way orders are displayed on screen in Kitchen Items; various options here include background and text colour options, along with only displaying orders from certain till ID numbers, ensure that you read the descriptions of these options clearly before changing anything.



Top Section

- *No Of Columns in the Completed Orders Grid* - Adjusting this quantity will alter the number of columns in the order list area.
- *Select the Number to be Displayed in the Order ID* - Select whether orders are shown with your daily incrementing Order Number or with the always unique Invoice Number.
- *AutoExpand Invoice Details* - With this tick box selected, as soon as a new order is shown in Kitchen Items, it will automatically expand to show all details. Without this option selected, the order will only show the Order or Invoice Number along with customer details (if applicable).
- *Only Display Items For Report Group* - For multi brand combo-stores, this option restricts Kitchen Items to display only items that are assigned to a specific report group. Without this option selected, all orders will be displayed regardless of their report group.

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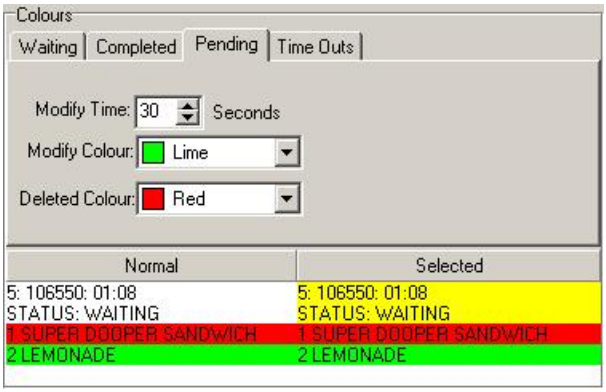
Colours

Waiting / Completed Tabs - Switching between these tabs allows you to alter the display colours for new and completed orders.

Normal / Selected Colours - Below these settings is a preview of the orders as they will be displayed in Kitchen Items; ensure that the font colour is not the same as the background colour as that would render the text completely unreadable.

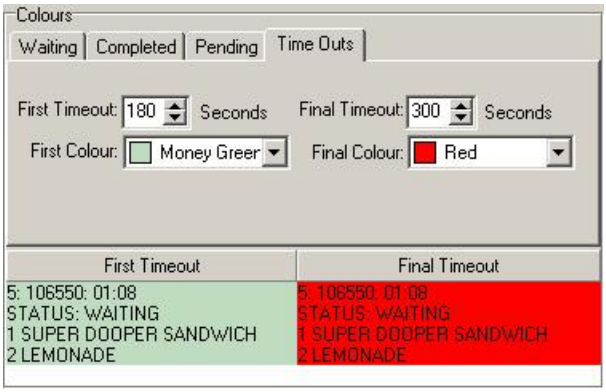
- *Font* - Colour for the text face itself.
- *Background (Normal)* - Colour for the background of the order block.
- *Background (Selected)* - Colour for the currently selected or highlighted order.

Pending Tab - This tab contains the colour settings for the pending line items in a new order.



- *Modify Time* - This timeout sets how long after a new item is added that the colour background should be applied. In this example, a new item will be highlighted as 'lime green' for 30 seconds before it reverts to the standard background colour.
- *Modify Colour* - Set the colour that the new item line will show.
- *Deleted Colour* - Set the colour that a deleted or voided line will show.

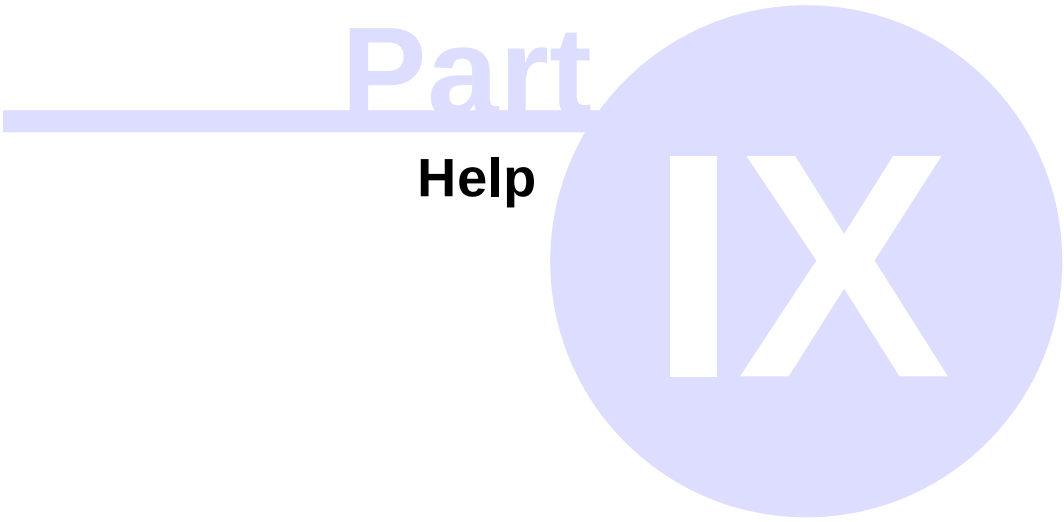
Time Outs Tab



- *First Timeout* - The length of time before an invoice hits the first timeout is set here.
- *First Colour* - Select the desired colour for the first timeout here.
- *Final Timeout* - The length of time before an invoice hits the final timeout is set here.
- *Final Colour* - Select the desired colour for the final timeout here.

Remember that these colour settings will over-ride your selected background colour for the orders. Keep your selected font colour in mind when selecting an appropriate colour.

All tabs of the 'Colour' section provide a preview at the bottom that updates whenever a colour option is changed.



Help

9 Help

The **Help** menu contains more information relating to *Aura* and your server computer directly.

See a topic below for more information:

- **Dialup IP Address** 225
- **Licensing** (The licensing section is currently undergoing changes, current documentation for this is no longer valid)
- **Support Information** 226
- **Check for Updates** 227
- **What's New?** 231
- **Help** (Opens this user manual)
- **About** 231

9.1 Dialup IP Address

This option may be used by our Aura Help Desk technicians. If your internet connection is a normal Telkom telephone dial-up connection, this option will display the unique **Internet Protocol** address that your connection has been assigned for that internet session.

If your computer is not connected to the internet, or you have an ADSL or DSL connection (permanently online), then selecting this option will show an error. Please check the connection and try again.

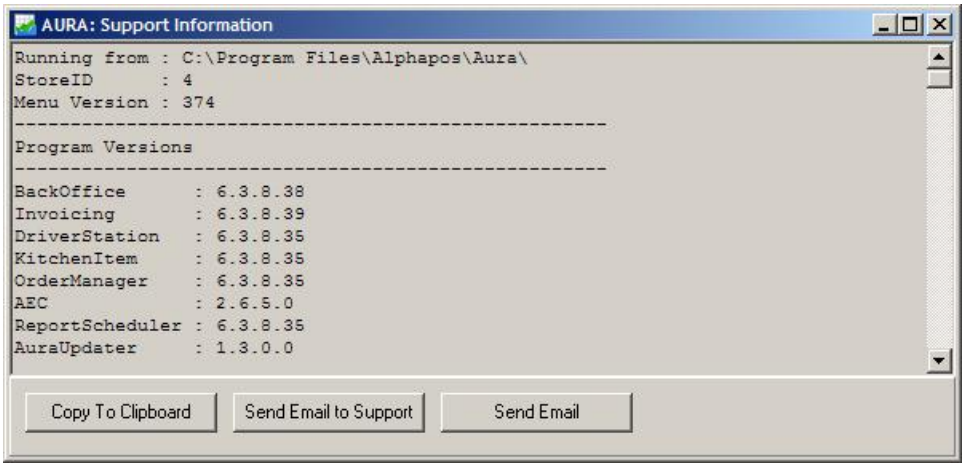
If your dial-up connection is connected and active, you will see a message displaying your current IP address. Keep in mind that with a dial-up IP address, you may possibly be assigned a different address every time you connect.

9.2 Support Information

At certain times a helpdesk technician may require some detailed and technical information about your server computer to diagnose a software problem. The **Support Information** features collects detailed information regarding the hardware and related software versions, and provides you with three options for sharing this information with whoever requires it.

No personal information such as license keys or passwords will be collected with this support information. Only people you choose to share this information with will have access to it.

To access this information, select **Support Information** from the **Help** menu. When the Support Information opens, you will see a window similar to the following example:

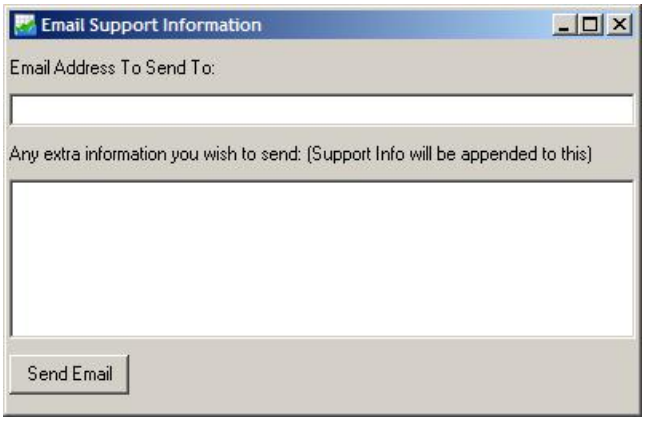


If you would like to confirm the contents of the information before sending this data to anybody, all the information collected by this feature is provided here for you to view.

Sending Support Information

Three methods are available for sharing this information with a computer technician:

- **Copy to Clipboard**
  This option simply copies the support information to the clipboard, allowing you to paste the text into an email or text document.
- **Send Email to Support** (requires an active internet connection)
  This option sends the support information to a predefined support email address.
- **Send Email** (requires an active internet connection)
  This option allows you to send the support information to an email address of your choice.
  Clicking this button will show the following window:


Email Support Information
Email Address To Send To:
Any extra information you wish to send: (Support Info will be appended to this)
Send Email

Enter the email address you wish to send the information to at the top, along with any extra information or details in the message block below that. When you are done, click the Send Email button.

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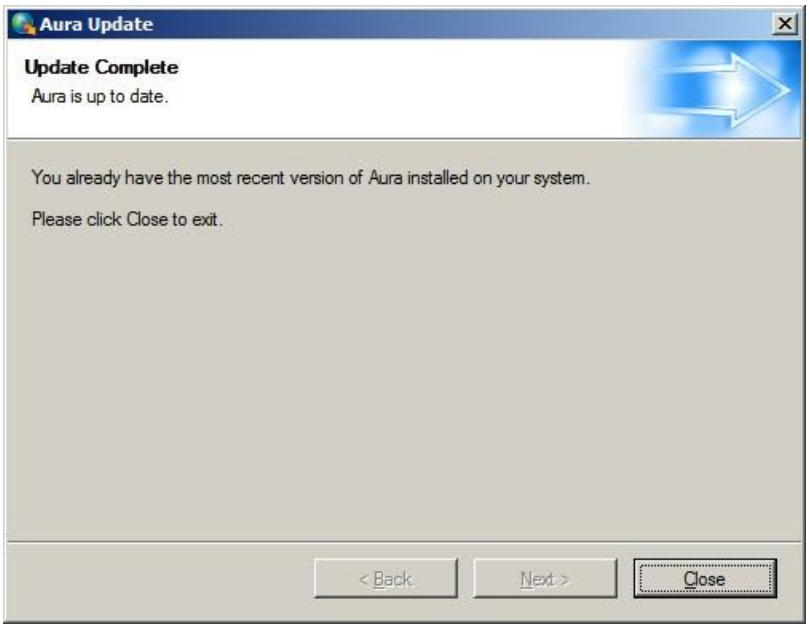
9.3 Check For Updates

Clicking this option will open up the **Aura Updater** , which will connect to the Alphapos servers to check your current version of the Aura Software again the latest release version. If a newer version is available for download from our servers, Aura Updater will alert you and prompt to download and automatically install the updates.

You must have a working and active internet connection in order to check for updates.

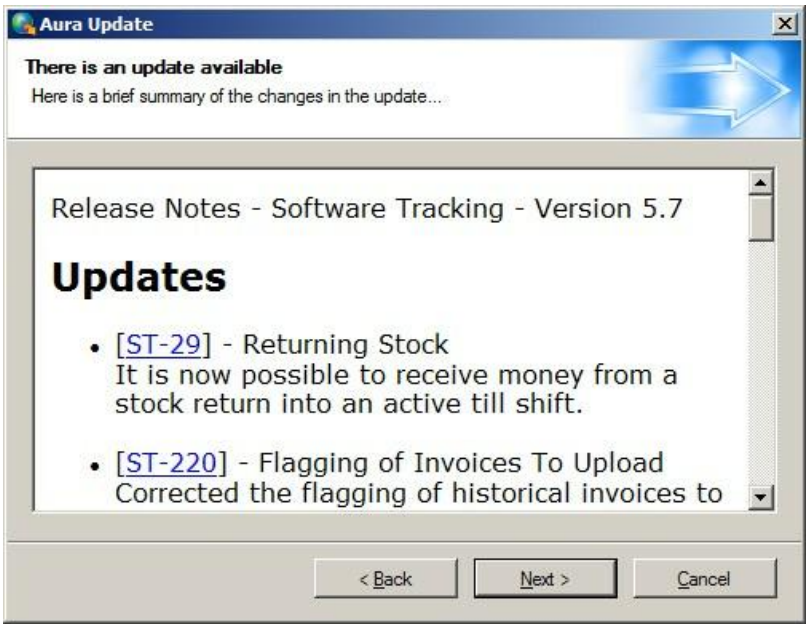
When the **Aura Update** application is launched, it will automatically attempt to check for available updates for your Aura POS software. If no updates are found it will display the following screen:


Aura Update
Update Complete
Aura is up to date.
You already have the most recent version of Aura installed on your system.
Please click Close to exit.
< Back
Next >
Close

The above message confirms that you already have the latest released Aura software version, you may click on **Close** and continue as normal.

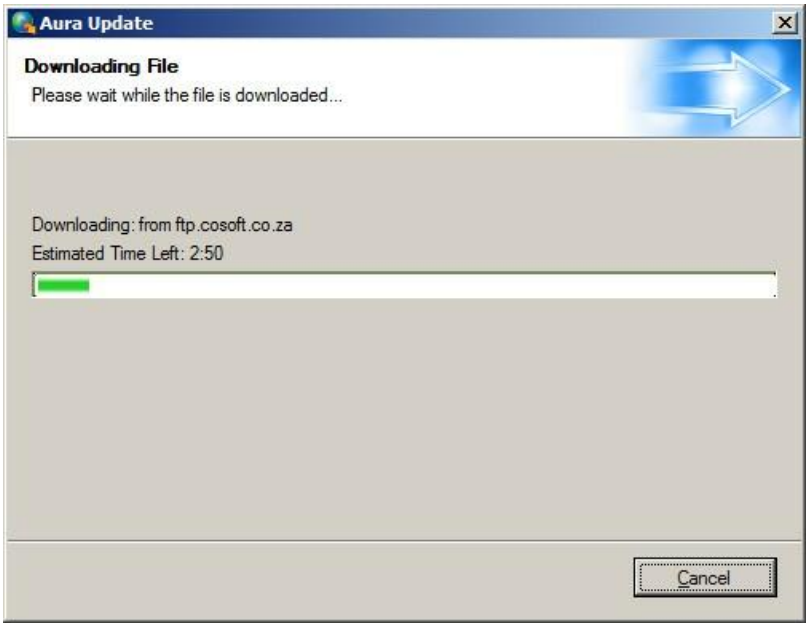
Downloading Updates

If an update has been found, you will see the following screen with information about the upgrade. You can use the scroll bar on the right hand side to see all changes and fixes in the available version:


Aura Update
There is an update available
Here is a brief summary of the changes in the update...
Release Notes - Software Tracking - Version 5.7
Updates
[ST-29] - Returning Stock
It is now possible to receive money from a stock return into an active till shift.
[ST-220] - Flagging of Invoices To Upload
Corrected the flagging of historical invoices to
< Back
Next >
Cancel

Keep in mind that the section inside the white block of the above screen shot contains a brief summary of updates, changes and fixes in the new version. The upper most line will display the version number of the new software version.

Click on Next to download the update, which will move on to the following window:



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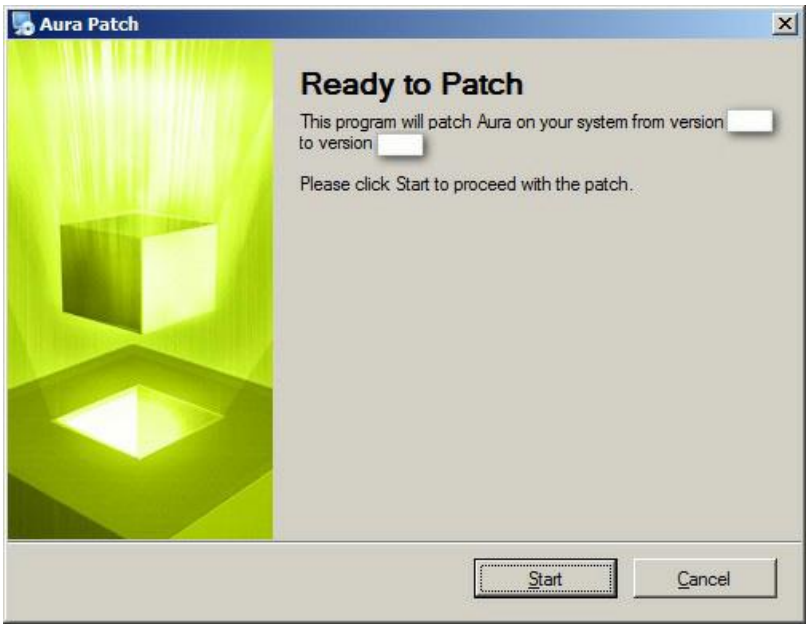
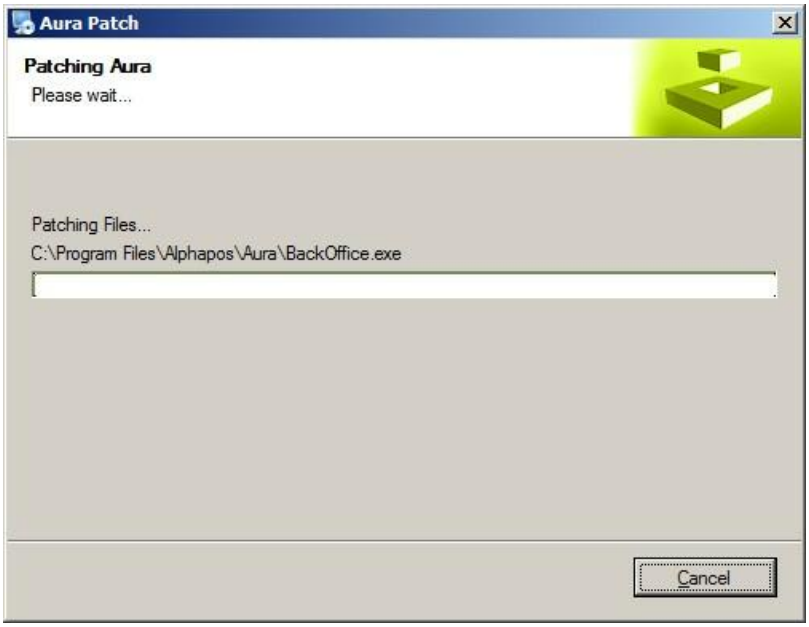
Applying Upgrade Patch

Once the required files have been downloaded, the **Aura Update** application will close, and will run the patch that has been downloaded:

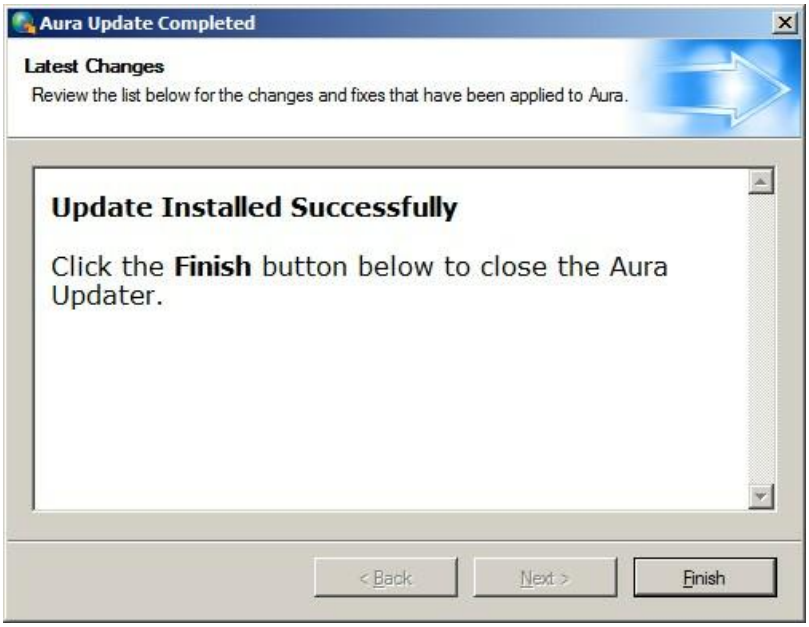


Once BackOffice and Invoicing are both closed, click on **Start** to continue. This will display the following screen with a progress bar of the patch:



If the patch applies correctly, you will see the following message:

When you click on **Finish**, the Aura Update application will show the following message:


Aura Update Completed
Latest Changes
Review the list below for the changes and fixes that have been applied to Aura.
Update Installed Successfully
Click the Finish button below to close the Aura Updater.
< Back
Next >
Finish

Click on **Finish** to complete the update, this will automatically return you to **AEC** and open BackOffice. Please wait for BackOffice to open completely before running Invoicing.

If you get an error message at any stage during the patch process, please leave the error on screen or write it down word-for-word and contact our Aura Help Desk for assistance. Our technicians need the error message to be able to diagnose the problem and find a solution.

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9.4 What's New?

Selecting the **What's New?** option will open a webpage listing the changes, updates and bug fixes made to the latest version of Aura currently available. This information is also available in the **What's New** section of this help manual.
For more information, see the section on the **What's New Section** 7.

This feature requires a working and active internet connect to function correctly.

9.5 About

Contact Details

10 Contact Details

Office Contact Details

Aura Help Desk

086 100 AURA (2872)

Midlands Branch (Head Office)

033 343 2135

Aura Helpdesk Hours

6:00am to 11:00pm, 7 days a week

In order to ensure that all calls taken have been logged and are treated with the importance and urgency each one rightfully deserves, please keep the following points in mind when consulting with our helpdesk:

Ensure that the technician you are speaking to knows which store you are calling from, and that you get the name of the technician you speak to.

Be clear and concise with what the problem is and when it started appearing. The more information you can provide, the better.

If the technician does not offer you a reference number for your call, you should ask them for one. Not only does this makes it easier to follow up on the status of the issue later, but also ensures that your call is logged in our system and is being / has been attended to properly.

Most importantly, please keep in mind that CoSoft provide the Aura Point of Sales Suite; for any other problems such as your email, internet, anti-virus software and the like, please contact the software distributor or supporter related to that application. These contact details can generally be found under the application's **Help > About** or **Help > Contact Us** options.

Help Manual Author Contact Details:

If you have any queries or suggestions regarding the help manual, please contact our Midlands Cosoft branch.

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